

(c) All complaints are enquired into.

Shri Indrajit Gupta: May I know whether it is a fact that on an average about 250 complaints per month of wrong billing are being received at the Calcutta Telephone Office and if so whether it is being investigated and found that this is primarily due to defective meters and defective instruments and cables, and if so, what steps will be taken to remedy them?

Shri Bhagavati: I shall give some figures to show that the complaints have come down. In 1959-60 the complaints were 4,165; in 1960-61 they were 2,988; in 1961-62 they are 2,784. The number of telephones has increased from 72,000 in 1959 to 92,000 in 1962. So, comparing the increase in telephones, the number of complaints has certainly come down, and it shows an improvement in the situation.

Shri Indrajit Gupta: Has the attention of the hon. Minister been drawn to the statement of the General Manager, Calcutta Telephones to the effect that if mechanisation is introduced in the billing process, then the causes for complaints may be reduced? May I know whether any steps are being taken?

Shri Bhagavati: It is true that due to the human element in some cases there are wrong bills. First as it causes great strain on eye there may be some defect in reading the meters correctly. Now the procedure of alternating meter reading and recording staff every two hours has been introduced; and this has helped considerably in reducing the clerical error. There may be another solution of this and that is to take photo autographs of the meters every month for the purpose of billing. It will be a very costly affair and will involve foreign exchange expenditure. So, it is not very easy to take that step.

Shri Indrajit Gupta: In view of the fact that it has appeared that both the human and mechanical elements

are responsible for wrong billing, can the Minister tell us what is the procedure which is adopted to deal with the complaints from the consumers? There is a widespread complaint that patently over-billing is carried out and in spite of repeated appeals no action is taken to have this remedied.

Shri Bhagavati: The complaints are not always for excess recording. Complaints are also for late submission of bills. The complaints are being enquired into duly and suitable action is also taken.

यूगोस्लाविया से खरीदे गये जहाज

*६५७. श्री विभूति मिश्र : क्या परिवहन तथा संचार मंत्री यह वक्ताने की कृपा करेंगे कि :

(क) क्या यह मंच है कि भारत सरकार ने यूगोस्लाविया से १९६१-६२ में जहाज खरीदे थे ; और

(ख) यदि हां, तो कितने और किस किसमें के जहाज खरीदे गए हैं ?

परिवहन तथा संचार मन्त्रालय में नौबहन मन्त्रा (श्री राज बहादुर) : (क) १९६१-६२ में भारत सरकार द्वारा यूगोस्लाविया से कोई भी जहाज नहीं खरीदा गया ।

(ख) सवाल नहीं उठता ।

श्री विभूति मिश्र : क्या आगे खरीदने का सरकार ने कुछ आर्डर दिया है ।

श्री राज बहादुर : सरकार का तो इसके खरीदने से कोई सम्बन्ध नहीं होगा, लेकिन सरकार द्वारा संचालित जो शिपिंग कम्पनी हैं तथा दूसरी कम्पनियाँ हैं प्राइवेट सेक्टर में वे खरीदती हैं । उन्होंने एक एक जहाज खरीदा है ।

श्री विभूति मिश्र : मैं जानना चाहता हूँ कि इन कम्पनियों को सरकार ने किस मात्रा में एक्सचेंज दिया है ?

श्री राज बहादुर : जो एक जहाज खरीदा गया है वह नान कनवरटिविल रूपी एलोकेशन के तहत खरीदा गया है और इसलिए विदेशी मुद्रा का कोई प्रश्न पैदा नहीं होता ।

श्री रघुनाथ सिंह : मैं जानना चाहता हूँ कि जो जहाज खरीदा गया है वह जापान और वैंस्ट जर्मनी के जहाजों से कम कीमतका है या ज्यादा कीमत का है, उनकी कीमतों में क्या फर्क है ?

श्री राज बहादुर : माननीय सदस्य को अनुभव होगा कि विभिन्न जो शिपयार्ड हैं उनके अपने अलग अलग खर्च होते हैं और कीमतें भी अलग अलग होती हैं, और फिर जहाज के स्पेसिफिकेशन पर कीमतों का आधार होता है । इसलिए निश्चय रूप से नहीं कहा जा सकता कि यह जहाज सस्ता है या वह जहाज सस्ता है । लेकिन हम इतना करते हैं कि रग एंड कम्पनी जो हमारे माने हुए इवेल्यूएटर हैं उनसे इवेल्यूएशन करा लेते हैं और उसके बाद मंजूरी देते हैं ।

Shrimati Renu Chakravartty: May I know what are the countries from which the Eastern Shipping Corporation and the Western Shipping Corporation have increased their tonnage in the last one year?

Shri Raj Bahadur: We have only the Shipping Corporation now. Of course, its predecessors were the Eastern Shipping Corporation and the Western Shipping Corporation. They went, sometimes, to German shipyards; and they also banked upon our own shipyard. In fact, at the moment, we have got 9 orders by the Shipping Corporation of India under execution by the Hindustan Shipyard Limited.

Shri Indrajit Gupta: Has the attention of the Government been drawn to the fact that the National Shipping Board, in its Annual Report for 1960-61, points out that Yugoslavia has offered some ships for the coastal trade and this should be pursued by us. What action has been taken?

Shri Raj Bahadur: I think the offer is a part of the credit of 40 million dollars of which 10 million dollars, approximately Rs. 4.7 crores, has been ear-marked for the purchase of ships from Yugoslavia. Whether we will ply them on coastal trade or on the overseas trade is a matter to be decided by the exigencies of the situation confronting the various companies in the public or the private sector.

श्री विभूति मिश्र : मैं जानना चाहता हूँ कि ये प्राइवेट कम्पनियां जो विदेशों से जहाज खरीदती हैं क्या ये खरीदने से पहले सरकार से भी परामर्श कर लेती हैं या अपने से खरीद लेती हैं और सरकार से कोई परामर्श नहीं करती ?

श्री राज बहादुर : जी नहीं, सरकार से मंजूरी की जरूरत होती है इसलिए कि जैसा बताया गया कि अगर क्रेडिट का एलोकेशन करना है तो उसके लिए जरूरत होती है, स्पेसिफिकेशन के लिए जरूरत होती है । दिना सरकार की जानकारी से यह सँदा नहीं होता ।

Barter Deal with U.S. Government

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{ Shri D. C. Sharma:
*658. { Shri R. S. Tiwary:
 { Shri K. N. Pande:
 { Shri Balakrishnan:
 { Shri V. K. Ramaswamy:

Will the Minister of Food and Agriculture be pleased to state:

(a) whether it is a fact that an agreement has been reached with the United States Government for obtaining bales of cotton in exchange for sugar;