

(ख) उनको विभागीय कर्मचारियों के रूप में खपाये जाने और कमीशन की प्रथा को समाप्त करने में कितनी प्रगति हुई है ?

रेल मंत्रालय में राज्य मंत्री (श्री शिव नारायण) : (क) और (ख) रेलों से सूचना इकट्ठी की जा रही है और समाप्त पर रख दी जायेगी ।

**Missing trips by D.T.C. in resettlement colony of Sultanpuri**

11206. SHRI R. L. P. VERMA: Will the Minister of SHIPPING AND TRANSPORT be pleased to state:

(a) whether Delhi Transport Corporation buses are not running on time in the resettlement colony Sultanpuri, Delhi-41, and the reasons why private buses under operation of D.T.C. do not miss trips whereas D.T.C. buses plying on routes No. 908, 903, 954, 937 are missing trips continuously and the reasons for which drivers of these buses take rest on both Up and Down trips by missing the trips; and

(b) whether Government will issue orders to the officer on duty to send other buses as soon as any trips are missed?

THE MINISTER OF STATE IN CHARGE OF THE MINISTRY OF SHIPPING AND TRANSPORT (SHRI CHAND RAM): (a) The services of route Nos. 903 and 908 have been reasonably satisfactory. However, on other two route viz., 93 and 954, the percentage of trip missing is a little on the higher side. Except in case of route No. 908, no private bus has been deployed on any route operating from Sultanpuri. Route No. 908 is operated by deploying 10 buses out of which 3 are private buses. There is not much difference in trip missing between the DTC and private buses running on the route. The drivers of DTC as well as private buses are not allowed any rest in between the two trips. However, they are allowed some lay over time ranging between

2 to 5 minutes at the start of each trip to adjust the time taken by the passengers to board the buses and the conductors to issue the tickets in addition to half an hour lunch allowed in a day.

(b) In the case of breakdown of a bus, replacement is provided if a standby bus is readily available. Concerned Unit Officers are being asked by the Delhi Transport Corporation to take necessary steps to ensure regular operation of services. However, the position on routes 937 and 954 cannot be improved substantially in the near future as services of route No. 937 have been affected by road widening near Kishan Ganj necessitating diversion on temporary basis and services of route No. 954 are affected by frequent closures of two Railway Crossings on New Rohtak Road, which result in holding up of buses for considerable time.

**Tata Consultancy Service engaged by D.T.C.**

11207. CH. HARI RAM MAKKASAR GODARA: Will the Minister of SHIPPING AND TRANSPORT be pleased to state:

(a) whether the Tata Consultancy Service engaged by Delhi Transport Corporation to review its working has since submitted its report;

(b) if so, what are the details of the findings; and

(c) the reaction of Government to these findings?

THE MINISTER OF STATE IN CHARGE OF THE MINISTRY OF SHIPPING AND TRANSPORT (SHRI CHAND RAM): (a) Yes, Sir.

(b) The Tata Consultancy Services have carried out a comprehensive study. Their main findings are summarised below:—

(1) There is a lack of professionalism in DTC at all levels. The organisational structure of DTC is

ineffective. Management suffers from lack of depth.

(2) Suitable management information in system for operational control, performance monitoring and for formulating policy decisions does not exist.

(3) The Personnel function is not adequately defined or formulated resulting in poor morale, among existing personnel, inter-union rivalries and other related problems.

(4) The capital structure of DTC is sub-optimal and has resulted in DTC accumulative heavy losses. Interest and repayment of loans constitutes more than 50 per cent of the total yearly loss.

(5) The fares at DTC are at unrealistically low levels. There is no clear and well defined subsidy policy formulated by the Government for DTC either to undertake capital expansion to meet the increasing travelling demand of Delhi citizens or to manage its day-to-day operations.

(6) The increase in population of the city, the growth of residential, commercial and industrial complexes have taken place without explicit consideration being given towards the development of an efficient road based mass transport system.

(7) The routing system in DTC is not based on travel demand of the passengers. The present schedules are supply oriented and are inefficient for handling uni-directional peak-time traffic problems prevalent in Delhi.

(8) The fleet maintenance system is inadequate. The Central workshop cannot sustain the existing fleet strength. The maintenance activities at the depots are not monitored for quality or quantity.

(9) The material planning function, purchase procedures, lay-

out of stores and its security are all inadequate and needs re-design.

(10) The financial controls are non-existent. No budgeting or costing systems exists to aid the management in improving the quality of decision-making.

(11) The depot organisation is inadequate. Formal operating procedures, functional responsibilities and reporting levels and arrangements are ill-defined.

(c) The report has only recently been received and is under examination.

#### Grievances of Employees of Medical Store Depot, Madras

11208. SHRI A. MURUGESAN: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Central Government Health Scheme Employees Scheduled Castes and Scheduled Tribes Welfare Association, Madras have presented a letter on 18th January, 1979 to the Chief Medical Officer, C.G.H.S. Madras; if so, the details thereof and the remedial action taken so far on the same; if not taken, why and when their demand will be fulfilled;

(b) whether permanency and quasi permanency orders have not been issued so far to the eligible employees at C.G.H.S. Madras; if so, the details thereof cadre-wise; if not done, why and when this will be completed; and

(c) whether the reservation orders providing Reservation at the time of appointments, promotions and confirmations are not followed in C.G.H.S., Madras office, if followed, the cadre-wise details from the inception of the office and if not, why?

THE MINISTER OF PARLIAMEN-  
TARY AFFAIRS AND LABOUR  
(SHRI RAVINDRA VARMA): (a)  
Yes, Sir. A statement showing the  
details of the letter and the remedial  
action taken is attached as Annexure  
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