

(e) To ensure the supply of quality milk, the following steps are taken:

- (i) DMS accepts best quality milk free from all additives (adulterants and preservatives) from State Dairy Federations and local Co-operative Societies.
- (ii) Milk is processed under modern processing conditions.
- (iii) Milk is packed in food grade polythene pouches by automatic filling machines under hygienic conditions.
- (iv) Milk is tested during processing, filling and storage at regular intervals of 40 minutes for maintenance of quality standards.
- (v) Before despatch of milk, random samples are again drawn from milk vans and checked for quality standards.

(f) DMS Toned Milk is sold to the consumers @ Rs. 7/- per litre and Double Toned Milk @ Rs. 6/- per litre in polypacks which are far below the rates of all other brands in the market. Hence, there is heavy demand for DMS milk. To ensure the distribution of milk at official rate, the following steps are taken:

- (i) The milk is sold through a network of 1270 sale points located all over Delhi.
- (ii) The milk is sold from milk booths on first come first served basis.
- (iii) Resident Welfare Associations are being associated.
- (iv) The field staff supervise the distribution of milk through inspection of booths.
- (v) DMS has a Public Grievances Redressal Cell to redress the grievances of the public.
- (vi) MDS has a complaint cell where consumers can register their complaints on telephone and appropriate action is taken on such complaints.

Illegal International Call Back Phone Calls

*245. SHRI R.S. GAVAI :
DR. T. SUBBARAMI REDDY :

Will the MINISTER OF COMMUNICATIONS be pleased to state:

(a) whether the investigating authorities made simultaneous raids in three States to put an end to one of the biggest networks from which illegal international 'call-back' telephone calls were being made as reported in the Indian Express dated September 2, 1998;

(b) whether according to the Videsh Sanchar Nigam Limited the total value of such illegal 'call-back' telephone calls is around Rs. 800 crore per annum;

(c) if so, the outcome of these raids and the action taken against those responsible; and

(d) the steps being taken by the Government to check the illegal 'call-back' services operating in India?

THE MINISTER OF COMMUNICATIONS (SHRI JAGMOHAN) : (a) to (d) On receipt of a source information by Central Economic Intelligence Bureau of Ministry of Finance, a team comprising of officials from Directorate of Revenue Intelligence and Enforcement Directorate alongwith officials of Mahanagar Telephone Nigam Ltd./Department of Telecommunications and Videsh Sanchar Nigam Ltd. made simultaneous raids in Delhi, Chennai (Tamil Nadu) and Mumbai (Maharashtra).

The case relates to illegal resale of leased lines and not of illegal call-back telephone calls. It is not possible for VSNL to estimate the value of such illegal resale of leased lines, correctly.

The Directorate of Revenue Intelligence has seized the equipment found installed in the premises for violations of the customs Act. The Enforcement Directorate is also investigating the financial aspects of the case. The matter also stands referred to the CBI by Central Economic Intelligence Bureau.

The steps being taken to check the illegal call-back/resale operations are as under :—

- (i) Surprise checks and inspections have been intensified;
- (ii) A closer coordination and monitoring between service providers and investigating agencies like CBI, DRI, CEIB is being done to book the offenders;
- (iii) Tightening up of contract conditions between VSNL and International Private Lease Line Circuit Operators;
- (iv) More effective checking of the bonafides of party before grant of licence for International Leased Circuits;

- (v) Task force comprising technically sound Officers being set up to detect the misuse of leased lines;
- (vi) Federal Communication Commission of US with whom the Government has earlier taken up the matter, is being pursued to help in checking the call-back operations.

Pilferage of Postal Articles

*246. SHRI ANNASHEB M.K. PATIL : Will the MINISTER OF COMMUNICATIONS be pleased to state:

- (a) whether the cases of pilferage of cheques, demand drafts, share certificate etc. are on the increase;
- (b) if so, the details thereof for the last three years and the money spent to compensate the customers; and
- (c) the steps taken by the Government to stop this pilferage?

THE MINISTER OF COMMUNICATIONS (SHRI JAGMOHAN) : (a) to (c) During the last few years, the Department of Posts has received complaints from institutions like Unit trust of India, India Tobacco Co., Life Insurance Corporation of India, State Bank of India, etc. about pilferage/theft of cheques, dividend warrants, refund orders, share certificates, etc. from Registered letters posted by these institutions to their members/share holders and subsequent encashment of such instruments through accounts in Post Office Savings Banks and other banks in different places in the country. The details of such complaints received by the Department and compensation paid, for the last three years are as under :—

Year	No. of complaints received	Amount of compensation paid
1995-96	179	Rs. 8835.00
1996-97	658	Rs. 15942.00
1997-98	736	Rs. 39494.00

The Department has prescribed an exhaustive Action Plan to safeguard Postal articles in transmission and prevent incidence of pilferage/theft from Registered articles.

This Action Plan circulated to all Heads of Circles for implementation, prescribes checks at different levels of management alongwith other measures indicated below :—

- (i) Circle Checking Squads comprising one Gazetted Officer and two Assistant Superintendents/Inspectors of Post Offices have been constituted in each Postal Circle for surprise visits in strict confidence to different operative units of the Department and oversee proper accounting of articles, safe transmission and delivery of Registered articles to addressees.
- (ii) Heads of Circles have been directed to take stern/deterrent action against officials found responsible for pilferage from Postal articles. They have also been directed to report such cases to the Police/CBI for detailed investigations. A few cases have been reported to CBI at Calcutta and Delhi and some officials have also been taken into custody by the CBI for detailed investigations.
- (iii) Heads of Circles have been directed to ensure regular rotation of officials working at sensitive posts and avoid posting officials with doubtful integrity against such posts.
- (iv) Instructions have been issued to ensure stricter supervision in proper identification of customers intending to open Savings Bank accounts in Post Offices so as to eliminate chances of opening fake accounts.
- (v) Proposals have been submitted to Ministry of Finance for considering suitable provisions in the relevant rules for production of photographs by intending account holders of Post Office Saving Bank.
- (vi) The Department has also requested financial institutions and the Securities Exchange Board of India not to use envelopes with transparent window for the purpose of sending cheques/dividend warrants/refund orders, etc., as such envelopes facilitate identification of articles with valuable contents. They have also been requested to incorporate the account numbers of holders of warrants/cheques/refund orders so as to eliminate chances of such instruments being encashed by unauthorised persons.
- (vii) The financial institutions etc. have also been requested to utilise services of persons with proven and bonafide integrity only for the