

ESTIMATES COMMITTEE

(1962-63)

SIXTEENTH REPORT

(THIRD LOK SABHA)

POSTS AND TELEGRAPHS DEPARTMENT

Action taken by Government on the recommendations contained in the following Reports of the Estimates Committee (Second Lok Sabha) on the Posts and Telegraphs Department :

- 1. 110th Report on Posts and Telegraphs Directorate;**
- 2. 111th Report on Postal Services and Railway Mail Service ;**
- 3. 112th Report on Telecommunications; and**
- 4. 113th Report on Workshops and Stores Organisations.**



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NEW DELHI

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CORRIGENDA

**Sixteenth Report of the Estimates Committee on
the action taken by Government on the recommen-
dations contained in the 110th, 111th, 112th and
113th Reports (Second Lok Sabha) on the Posts
and Telegraphs Department.**

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
6	-	1	1	<i>Insert figure '1'</i>	
7	-	1 and 2	-	<i>Insert figures '4' and '6' respectively.</i>	
9	13	4	13	<i>'complaint'</i>	<i>'complain'</i>
45	65	4	6-7	<i>Delete 'so as Road'</i>	
48	-	2	-	<i>Insert figure '3' against</i>	
55	-	4	5 from bottom	<i>'of'</i>	<i>'a'</i>
56	9	4	9	<i>close bracket () after 'Appendix III'</i>	
59	17	2	-	<i>Insert figure '38'</i>	
63	-	1-2	1	<i>Insert figures '21' and '43' respectively.</i>	
77	28(v)	4	3	<i>'parecls'</i>	<i>'parcels'</i>
77	28(v)	4	4	<i>'countires'</i>	<i>'countries'</i>
80	29	4	5	<i>'Bmbay'</i>	<i>'Bombay'</i>
85	39	4	12-13	<i>Transpose the two lines after line 5.</i>	

P.T.O

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
88	47	4	1	'Recommendations'	'recommendations'
88	47	4	12	'Country'	'country'
89	47	4	3	'use'	'used'
90	48	3	1	'speeder'	'speedier'
91	48.(2)	4	13	',' after 'services'	','
93	-	1-2	-	<i>Transpose figures in columns 1 and 2.</i>	
95	53	4	17	'an'	'on'
98	3	3	4	'desirabilty'	'desirability'
98	3	4	13	'25'	'25th'
98	-	1	1	<i>Add '4' in col. 1.</i>	
99	4	3	1	' minimum'	'maximum'
99	-	1	1	<i>Add '10' in col. 1.</i>	
99	10	3	1	'reasons'	'reason'
99	-	1	1	<i>Add '12' in col. 1.</i>	
99	12	3	3	'equipment'	'equipment'
99	-	-	last line	<i>Delete '* Not attached'</i>	
100	12	4	4	'equipmnt'	'equipment'

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
100	12(2)	4	5	'telephones'	'telephones'
100	12(2)	4	10	'connection'	'connections'
100	12(3)	4	6	'Areas'	'Areas'
102	16	1-3	1-12	Transpose these lines against the sentence beginning with 'The Department's policy...' in col. 4.	
102	16	4	12	'but'	'out'
103	16	4	3	'29th May, 1961'	'29-5/61'
103	17	4	13	'increased'	'increased'
104	19	3	3	'telephone'	'telephones'
105	-	1-12	1	Add '21' and '66' in cols. 1 and 2, respectively.	
106	22	2	1	'89'	'68'
107	24	4	18	'1961'	'1962'
109	27	2	1	'29'	'79'
109	27	4	11	'event'	'events'
109	27	4	12	'such'	'such factors'
111	-	1	1	Add '30' in col. 1.	

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
114	35	4	3	'L.T.I.'	'I.T.I.'
117	49	4	11	'29-U'	'29-5'
117	50	4	7	'29-U'	'29-5'
118	51	4	3	'29-U'	'29-5'
118	-	1	1	'3'	'53'
119	53	4	6	'29-U'	'29-5'
119	54(2)	4	11	'29-U'	'29-5'
121	57	4	7	'29-6'	'29-5'
121	58	4	9	'have'	'has'
125	67	4	6	'on'	'of'
126	70	4	21	'29-U'	'29-5'
127	72	4	8	'27th October, 1962'	'25th October, 1961'
136	11	4	5	'29-U'	'29-6'
137	13	4	4	'29-U'	'29-6'
145	2	4	16	'creating of'	'creating'
149	6	4	2	'Question'	'question'
149	9	4	1	'staff'	'Special'

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
155	1-2	-	-	<i>Insert figures '20' and '25' in columns 1 and 2 respectively.</i>	
161	-	4	19 from bottom	'office'	'Offices'
174	48	4	12	'leave'	'live'
180	-	4	6 from bottom	'licenses'	'licences'
192	-	1		'1'	'16'
195	20	3	2	'complaint'	'complainant'
198	1	-		<i>Insert figure '33' in col 1</i>	
220	-	4	7	'Telehphone'	'Telephone'
227	-	-	9 from bottom	'Eequipment'	'Equipment'
228	-	1		<i>Insert figure '30'</i>	
229	-	1		'1'	'41'
230	-	1		<i>Insert figure '45'</i>	
233	-	4	20 from bottom	'posts'	'Poses'
233	-	4	21 from bottom	'departmen'	'Department'
249	-	1 and 2	7 from bottom.	<i>Insert figures '21' and '41' in cols 1 and 2 respectively</i>	
253	-	1	heading	'Appendix VI'	Appendix XVI'

<i>Page</i>	<i>S.No.</i>	<i>Column</i>	<i>Line</i>	<i>For</i>	<i>Read</i>
256	-	5	-	(*)	(**)
268	-	5	-	(*)	(†)
269	foot note	-	1	'Ws'	'was'
269	footnote	-	1	'request'	'report'
271	footnote	-	5	<i>Insert 'stated' between 'is' and 'that'.</i>	
271	footnote	-	3 from bottom	'mutually'	'mutually'
274	1	4	4	'year'	'years'
281	-	2	-	'31'	'33'
291	footnote	-	5	'sire'	'site'
291	footnote	-	7	'batter'	'better'

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ESTIMATES COMMITTEE

1962-63

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*Elected w.e.f. 15th November, 1962 vice late Shri B. J. Singh.

**Elected w.e.f. 18th August, 1962 vice Shri Shivram Rango Rane resigned.

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SECRETARIAT

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INTRODUCTION

1, the Chairman, Estimates Committee, having been authorised by the Committee, present this Sixteenth Report on action taken by Government on the recommendations contained in the 110th, 111th, 112th and 113th Reports of the Estimates Committee (Second Lok Sabha) on the Posts and Telegraphs Department.

2. The dates of presentation of these Reports to Lok Sabha and receipt of Government's replies to the recommendations contained therein, are given below:

Report	Date of presentation	Date of receipt of Government's replies
110th	23-3-1961	Between 13-10-1961 and 4-3-1963
111th	27-3-1961	Between 28-11-1961 and 4-3-1963
112th	28-3-1961	Between 25-10-1961 and 25-2-1963
113th	28-3-1961	Between 26-10-1962 and 15-2-1963

Further information in respect of Government's replies to 18 recommendations contained in the 111th Report was called for on 5th/7th May, 1962. This was received between 11th June, 1962 and 11th October, 1962.

Further information in respect of Government's replies to 2 recommendations contained in the 113th Report was called for on the 21st February, 1962 and received on the 23rd April 1962.

3. Government's replies to the recommendations contained in the 113th Report along with further information in respect of 2 recommendations, were considered by Study Group 'D' of the Estimates Committee on the 22nd November, 1962 while Government's replies to the other three reports (*viz.* 110th, 111th and 112th) along with further information in respect of 18 recommendations contained in the 111th Report, were considered by Study Group 'D' on the 11th December, 1962. The draft Report on action taken on the four Reports was considered by the Study Group on the 31st January, 1963. After the draft Report was sent to the Ministry of Transport and Communications for factual verification on the 6th February, 1963 further information was received in respect of 33 recommendations. Even after receipt of factual verification, information on 5 more recommendations was received between 23rd February and 4th March, 1963. With a view to bring the information up-to-date the further replies received from the Ministry in respect of these 38 recommendations were considered by the Estimates Committee and suitably incorporated in the draft Report which was adopted on the 12th March, 1963.

4. The Report has been divided into the following four Chapters:

- I. Report;
- II. Recommendations that have been accepted by Government;
- III. Replies of Government that have been accepted by the Committee; and
- IV. Replies of Government that have not been finally accepted by the Committee.

5. An analysis of the action taken by Government on the recommendations contained in the 110th, 111th, 112th and 113th Reports is given in Appendix XVIII.

It would be observed therefrom that out of 65 recommendations contained in the 110th Report, 35 recommendations *i.e.* 53·9 per cent. have been accepted fully by Government, while 15 recommendations *i.e.* 23 per cent. have been accepted partly. Of the rest, replies of Government in respect of 6½ recommendations *i.e.* 10 per cent. have been accepted by the Committee while those in respect of 8½ recommendations *i.e.* 13·1 per cent. have not been finally accepted by the Committee.

Out of 58 recommendations contained in the 111th Report, 40 recommendations *i.e.* 69·0 per cent. have been accepted fully by Government, while 2 recommendations *i.e.* 3·4 per cent. have been accepted partly. Of the rest, replies of Government in respect of 9 recommendations *i.e.* 15·5 per cent. have been accepted by the Committee while those in respect of 7 recommendations *i.e.* 12·1 per cent. have not been finally accepted by the Committee.

Out of 88 recommendations contained in the 112th Report, 58 recommendations *i.e.* 66·0 per cent. have been accepted fully by Government while 5 recommendations *i.e.* 5·6 per cent. have been accepted partly. Of the rest, replies of Government in respect of 7 recommendations *i.e.* 8 per cent. have been accepted by the Committee while those in respect of 18 recommendations *i.e.* 20·4 per cent. have not been finally accepted by the Committee.

Out of 31 recommendations contained in the 113th Report, 21 recommendations *i.e.* 67·7 per cent. have been accepted fully by Government, while Government's replies to 7 recommendations *i.e.* 22·6 per cent. have been accepted by the Committee. Replies to the remaining 3 recommendations *i.e.* 9·7 per cent. have not been finally accepted by the Committee.

H. C. DASAPPA,
Chairman,
Estimates Committee.

NEW DELHI-1;
Dated the 21st March, 1963.
Phalguna 30, 1884 (Saka).

CHAPTER I

REPORT

The Estimates Committee (1960-61) presented four Reports viz. 110th, 111th, 112th and 113th on the Posts & Telegraphs Department to the Second Lok Sabha in March, 1961. They are glad to observe that the recommendations contained in these Reports have been replied to by Government generally to their satisfaction. There are, however, a few recommendations replies to which have not been accepted by the Committee. Their comments thereon are contained in Chapter IV. Detailed comments on a few important recommendations are given in the paragraphs that follow.

2. The Committee in paragraph 11 of the 110th Report (Second Lok Sabha) on Posts & Telegraphs Directorate had observed that there had been a marked rise in the number of Assistant Directors-General from 5 in 1948, 6 in 1952 and 8 in 1956 to 17 in 1960. For instance, the Committee had pointed out that a temporary post of Assistant Director-General had been created and placed in charge of work relating to Broadcast Receiver Licences (BRL) and Hindi sections. The representative of the Department in his evidence before the Estimates Committee had admitted that it was not possible to justify the post. It was, however, added that the question was under examination of the Special Reorganisation Unit of the Ministry of Finance.

The Committee also cited another instance relating to MI and MII Sections which were under one Branch Officer designated Assistant Director-General (M) till February, 1959. In the following month, the charge was bifurcated by creating a post of Assistant Deputy Director-General (FS) and placing MI Section under him. The Committee were informed that the S.R.U. seemed to favour the amalgamation of the two branches by abolition of one of the posts of Branch Officers but the Department was finding it difficult to agree to that suggestion since it might affect the work of printing of forms.

The Committee had recommended that the post of Assistant Director-General in charge of BRL and Hindi sections for whom there was not sufficient work-load, might be abolished by suitable readjustment of work and MI and MII Sections be amalgamated to form into one section and one of the two posts of Branch Officers surrendered. Similar action was also recommended to be taken in respect of other posts whose functions could be redistributed without affecting the general efficiency of the Department.

The Government in their reply to the Committee (S. No. 8 Chapter IV) have stated that the retention of the post of Assistant Director-General (BRL) was considered absolutely necessary for (i)

proper liaison with the Ministry of Information and Broadcasting; and (ii) simplification and rationalisation of the licensing procedure and connected problems. In trying to justify this, the Government have further stated that the Estimates Committee had in one of their earlier Reports already accepted the need for a full time officer for BRL work in the Posts & Telegraphs Directorate. This is not the correct position.

In para 126 of the 12th Report (First Lok Sabha) of the Estimates Committee, the Committee had *inter alia* recommended that the anti-piracy staff should be adequate enough to do the work and if felt desirable, their number should be increased. The Government in their reply furnished to the Committee had enumerated a number of steps which *inter alia* referred to the need for "a whole-time officer at the Posts & Telegraphs Directorate for coordination and control of licensing and anti-piracy, that this Officer will be the Secretary of the Central Coordinating Committee and that the status of this will be determined by the Director-General, Posts and Telegraphs."

The Committee had included the aforesaid reply of Government in the Chapter entitled "Replies of the Government that have been accepted by the Committee" in their Thirty-First Report (Second Lok Sabha) which implies that the Committee did not want to pursue their original recommendation further. The Committee would also like to point out that while the aforesaid reply of the Government furnished in November, 1956 clearly stated that the status of the post should be determined by the Director-General, Posts & Telegraphs, the latter himself admitted in his evidence before the Estimates Committee as late as in November, 1960 that "It would not be possible to justify the post even with the work-load we have. But the S.R.U. are examining this question. We took a study of the work-load during certain periods and we were not satisfied about the justification."

As regards the amalgamation of MI and MII sections, it has been stated by the Posts and Telegraphs Department that necessary action would be taken as soon as the S.R.U.'s Report was received.*

Since this matter requires a detailed work study, the Committee would urge that the Special Reorganisation Unit of the Ministry of Finance may thoroughly go into the matter so that all possible economy consistent with the requirements of the Posts & Telegraphs Department may be effected.

3. In paragraph 31 of the 110th Report, the Committee had stressed the need for constant watch being kept on the trends of the

*At the time of factual verification, the following information was furnished by the Posts and Telegraphs Department:

In continuation of Government's earlier reply it is stated that the post of A.D.G. (MR) and that of Section Officer (M II) were abojished with effect from 5-12-61 and 8-1-62 respectively. Under the revised arrangements, the A.D.G. (Forms) now looks after the works of MR and MI Section and A.D.G. (M) controls M-II Section directly, there being no section officer under him.

(D. G. P. & T. U. O. No. 29-3/61-B, dt. 16-2-1963).

ratio of Working Expenses to Revenue of the Posts & Telegraphs Department so that necessary remedial action could be taken. The Committee note from the statement now furnished by the Department that the percentage of "Trading Expenses" to Revenue in the Telegraph Branch had been on the increase since 1948-49 and had reached the high mark of 89.5 per cent in 1955-56. It had since started coming down and stood at 74.39 per cent in 1959-60. Similarly in the Telephone Branch, the percentage of "Trading Expenses" to Revenue had been on the increase since 1948-49 and had reached the high mark of 58.24 per cent in 1953-54. It had come down to 52.15 per cent in 1957-58, but had again risen to 53.66 per cent in 1959-60.

As regards the statement made by the Department that "In assessing the results of a Commercial Department, it is usual to take into consideration the Trading Expenses, that is those items which are under the control of the Department excluding Interest on Capital and Contribution to the Renewals Reserve Fund which are matters of larger policy", the Committee would like to draw attention to the practice followed in Post Office in Britain wherein the Commercial Accounts also include interest on Capital, provision for the replacement of physical assets and the annual contribution to the Exchequer.*

The Committee feel that the contributions to the Renewals Reserve Fund, Interest etc. are legitimate charges which have to be debited to the service. As already pointed out in para 33 of the Report, the contributions to the Renewals Reserve Fund are meagre and are not adequate for meeting the replacement costs. The Committee, therefore, reiterate the recommendation and urge the Department to spare no efforts to increase the revenue so that the ratio between the two is reduced.

4. In paragraph 63 of the 110th Report, the Committee had further observed that it would be desirable to intimate the insureds of the Postal Life Insurance, through their employers once in a year, the amount of premia received so that they could be kept fully informed. At the same time, such a procedure would also facilitate the clearing of unposted items, which at one time were very large in number. The Government have stated in their reply that the annual credit intimations were issued for two years during which period the issue of non-credit notices was suspended, as a temporary measure. On a review of the position the Department found that the issue of a non-credit notice to the insured immediately after the fact of non-payment of premium was established, was more helpful in tracing the unpaid arrears. The revised system had therefore been given effect to from the postings for the month of July, 1960.

The Committee feel that the non-credit notice and the annual credit intimations serve two different purposes. While the former is

*Para 17 of the White Paper on the Status of the Post Office, March 1960.

the notice for taking timely action for remittance of premium for the month, the latter is an assurance to the insurants that premia for the year as a whole have been correctly received. The Committee, therefore, urge that the Department may consider again the question of issuing the Annual Credit intimations to the insurants.

5. The Estimates Committee in paras 6-8 of the 111th Report on Postal Services and Railway Mail Service had observed that the principles which guided the Department in regard to the cost and income of post offices were laid down as long ago as 1893 and were only slightly amended in 1917. They had in this connection referred to the recommendations of the Postal Development Committee who had stressed the importance of the matter and recommended that the question of cost and income of post offices as also cost ascertainment of services should be taken up by a working group who should make an intensive study of the problem and finalise their recommendations within a period of two years. The Committee have been informed that the Departmental Committee constituted by the Posts & Telegraphs Directorate had collected the relevant information as also comments and suggestions of some selected Heads of Circles and had held two meetings on 2nd May, 1962 and 4th June, 1962. It was added that the Departmental Committee would take some more time to finalise the Report.

The Estimates Committee are not happy at the long time that has been taken to revise the formula for determining the cost and income of post offices which is obviously out of date. The Committee would stress the need for revising the formula at an early date and would repeat the recommendation of the Postal Development Committee "that the work of cost ascertainment is a continuous process and unless it is reviewed and revised from time to time the matter will become stale and inapplicable to the changing conditions".

6. The Committee in para 76 of the 111th Report had observed that there was scope for improvement in the quality and colour of the inland letters and aerogrammes. They had stated that the aerogrammes at present being sold by the Posts and Telegraphs Department did not compare favourably with those issued by many of the foreign post offices. The Committee were informed of the difficulty which was being experienced in getting better quality paper. The Committee had expressed the hope that it should be possible to obtain better quality of paper from Indian paper mills. They had urged that the colour of the paper should also be improved so as to show up the writing on it better. The Government in their reply have stated that the Indian paper mills had since furnished improved quality of paper for inland and foreign aerogrammes which had been sent for test to Security Printing Press, Nasik. It was stated that further action would be taken on receipt of the report from the Master, Security Printing Press.

The Committee are constrained to note that despite assurance by the Posts & Telegraphs Department that the question of improving the

*inland letters was being actively pursued there has in fact been no improvement since they submitted their Report in March, 1960. The Committee hope that Government would take effective measures to improve the quality, get-up and colour of the inland letters and aerogrammes without further delay.**

7. The Committee in paras 11 and 12 of their 112th Report on Telecommunications had commented on the unrealistic manner in which planning had been done with regard to the requirements of telephones during the First and Second Five Year Plans resulting in the accumulation of unsatisfied demand of the order of 1,20,000 telephones at the commencement of the Second Plan and 2,00,000 telephones at the end of that Plan.

While the Committee appreciate the practical difficulties in expanding the telephone facilities in the First Five Year Plan, as set out by Government in their reply, they feel that with the accumulated experience of the past 12 years, it should now be possible for the Posts & Telegraphs Department to gear their machinery to meet the requirements of this vital facility.

They cannot too strongly emphasise the need for making a realistic assessment of the requirements of telephones so that the plan targets are not vitiated by such low estimates of requirements as happened in the case of the Delhi Telephone District in 1955.

8. The Committee in para 25 of their 112th Report had further recommended that telephones being a paying proposition, there should be little hesitation in finding the necessary financial resources for their expansion. In this connection, they had urged the Government to explore the possibilities of getting loans from the Life Insurance Corporation, the World Bank etc. While the Committee note that the Planning Commission have agreed to consider the requirements of additional resources of the Department after reviewing the progress of expenditure, they observe that the above recommendation has not been specifically replied to by Government. *The Committee hope that the Government are earnestly exploring the possibilities of getting loans from the Life Insurance Corporation, the World Bank etc. for expansion of telephone facilities.*

9. Regarding the 113th Report on Workshops and Stores Organisations, Government's replies to four recommendations have not been accepted by the Committee and their comments thereon are given in Chapter IV.

*The following reply was received at the factual verification stage of the Report by the P&T Department:—“In continuation of the Government's earlier reply it is stated that the samples produced by one of the Paper Mills have been tested and action is now being taken to determine the price which the Department should pay for the superior quality of paper. Some other Paper Mills have also been approached and the results are awaited.

CHAPTER II
RECOMMENDATIONS THAT HAVE BEEN ACCEPTED BY GOVERNMENT
110th Report

Sl. No. (as In Appen- dix VI of the 110th Report)	Reference to Para- graph No. of the Report	Summary of Recommendations/Conclusion	Reply of the Government
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The Committee hope that the func- tions of the Posts and Telegraphs Board would in course of time be so arranged as to permit the service chiefs to become the real functional heads with the chairman exercising only powers of coordination and policy making.

The recommendation of the Committee is under consideration of the Gov- ernment.

[D. G. P. & T. U.O. No. 29-3 61-B, dated 16-17 February, 1962].

The suggestions of the Estimates Committee are accepted in principle. They will be borne in mind in all matters relating to the Board. Necessary modifications will be in- troduced gradually with experience

in the light of the principles expressed by the Estimates Committee.

[D. G. P. & T. U.O. No. 29-3/61-B, dated the 28th January, 1963].

The recommendation of the Committee is under consideration of the Government.

[D. G. P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1963].

The suggestion of the Estimates Committee is accepted. The present emergency makes it necessary that the reorganisation should be carried out gradually so that this does not interfere with the immediate task in hand. Continuous effort will be made by the P. & T. Board to streamline procedures, to effect economies and to ensure a balanced development of the P. & T. Directorate and its various arms.

[D. G. P. & T. U.O. No. 29-3/61-B, dated the 28th January, 1963].

The recommendation of the Estimates Committee is being actively pursued and details are being worked out in consultation with the Ministries concerned.

[D. G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The Committee are of the view that consequent on the reconstitution of the Posts and Telegraphs Board, the question of reorganising the Posts and Telegraphs Directorate and various arms of the Department assumes greater urgency and should receive serious consideration.

The Committee recommend that a P. & T. Users' Consultative Council similar to the National Railway Users' Consultative Council, may be constituted.

In continuation of Government's earlier reply, it is stated that the P. & T. has set up a Central P. & T. Advisory Council, the objectives of which are similar to those of the National Railway Users' Consultative Council. The first meeting of the Council was held on 17th March, 1962.

[D. G. P. & T. U.O. No. 29-3/61-B, dated the 28th January, 1962].

13

(i) The Committee view with serious concern the large number of complaints, particularly, in regard to delay in delivery of postal articles including money orders in rural areas and of misconduct or misbehaviour of staff.

(ii) The Committee recommend that the Posts & Telegraphs Department may maintain proper record of the number and nature of complaints, particularly, those which are well-grounded, analyse them carefully

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The increase in the number of complaints regarding delay in delivery of postal articles including money orders in rural areas is mainly due to the rapid expansion of the postal services in the rural areas without adequate provision for supervision. Instructions have been issued to the heads of Circles for improving the efficiency of the services in the rural areas with a view to reducing the complaints. A copy of these instructions is enclosed (see Appendix I).

and initiate effective remedial measures so as to reduce their incidence.

The adequacy of the statistical information now available with the department has been reviewed and it has been decided to provide for further information on the following points in the quarterly statements relating to complaints:

- (i) Number of officials at fault in regard to public complaints.
- (ii) Number of officials punished in connection with public complaints.
- (iii) Number of complaint relating to defects in service, procedure and rules, and the remedial action taken in such cases.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

(i) The Committee feel that Plans drawn up at the apex level without the complete association of the Circles are apt to be somewhat unrealistic and unrelated to the needs of the constituent units. They consider that a better procedure would

The P. & T. Plan, as agreed to by the Planning Commission, includes the following schemes:—

- 1. Telephones:
 - (a) Local Telephones.
 - (b) Trunks.

be for the detailed plans to be drawn up on the basis of the broad objectives and policies set down by the Department, by the lower administrative Units, namely the divisions. Such plans may be discussed at a conference of the divisional heads at the circle level and of the Heads of Circles and functional units at the Directorate level so that a coordinated plan is drawn up.

(ii) With such decentralisation of planning, it should be possible for the Posts & Telegraphs Directorate to spare some of the officers and staff from its planning wing for employment for planning in the Circles.

2. Coaxial Cables and Cable Carrier.
3. Telegraphs.
4. Demands of Other Administrations.
5. Buildings.
6. Miscellaneous.

(The Railway Electrification Project is a separate scheme and treated as outside the P. & T. Plan.)

Each of the main schemes referred to above consist of several detailed schemes, those relating to expansion of particular telephone system and trunk exchange or opening of new ones, provision of trunk circuits over particular stations, etc. The policy to be followed is decided by the Directorate as also the broad allocations of the Plan outlay among those different main schemes.

2. The larger projects, i.e., trunk cable scheme, auto exchanges, etc., have to be planned and worked out on a centralised basis. For other items, the Planning and formulation of proposals are done by the

Circles. Decentralised planning thus obtains in the department already and relates to the expansion of the manual exchanges, works relating to secondary or feeder trunk net work, expansion of the smaller trunk exchange; opening of telegraph offices and P.C.Os., etc. These works are taken up to the extent resources will permit.

3. It has not been practicable to have a complete review of all these small works in advance of the Third Five Year Plan for drawing up the programme for the five year period at the commencement of the Plan itself. To that extent, it may perhaps be said that the Circles were not associated with the preparation of the Plan. The recommendation of the Committee will, however, be kept in view for the next Plan.

4. As far as staff for Planning Cells in the Circles are concerned, sanction has since been issued to meet their present requirements.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 20th March, 1962].

19

(i) The procedure of forecasting expenditure and inclusion of works in the budget estimates seems to be unrealistic resulting in not only locking up of the funds but also to some extent wastage of personnel and machinery earmarked for the projects.

(ii) The committee are of the view that the existing machinery in the Posts and Telegraphs Department for scrutiny of estimates and planning of works, needs overhauling to avoid in future recurrence of the instances referred to in para 24.

Forecasting of expenditure in budget estimates has been based on information gathered at the time of their preparation regarding the materials and equipments expected to be delivered during the following years i.e., budget year. These particulars are obtained from the respective supplying units wherever possible. Since supply of materials and equipment by various organisations outside the control of the P. & T. Department depends on various factors affecting those organisations, it has been found difficult to forecast in the previous year itself, i.e., at the time of preparation of budget estimates, about the actual quantum of supply, with any accuracy. For various unavoidable reasons, the anticipations had not materialised in the years under review resulting in surrender of funds. Steps have since been taken to estimate the probable supplies on a more realistic basis.

2. The organisation for the execution of a project is adjusted to the re-

quirement necessary, based on supplies of material and equipment and not according to budget provision. Any possible wastage of personnel is thus kept under control. The observations of the Committee have, however, been noted.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

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(i) The Committee welcome the arrangement of a self-contained C.P.W.D. Wing which would functionally form a part of the Posts & Telegraphs Directorate and suggest that in the matter of construction of buildings, the agency of the State Public Works Departments may also be utilised, unless the Central Public Works Department Wing is in a position to have the work executed in time on its own.

(ii) The Committee hope that construction work would be given a fillip and there would not be any occasion for lapse of funds under that head.

(i) The recommendation has been noted. With the concurrence of the Ministry of Works, Housing and Supply, a few works have already been entrusted to the Gujarat P.W.D. It has been proposed to utilise similar agencies in other States wherever economical and practicable.

(ii) The Department shares the hope expressed by the Committee and is taking whatever action is practicable for improving the pace of the building programme.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].

23 With a view to avoiding shortfall in expenditure, the Committee consider that it would be desirable to treat the estimate of the cost of land separately, so that the competent authorities are enabled to go ahead with the acquisition of land.

The Department has already introduced a procedure for sanctioning purchase of land separate from the main building project, and it is hoped that the action so taken will enable the Department to be in possession of land when the corresponding building estimates are sanctioned.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].

Noted.

27 The Committee suggest that the rates charged for various services by the Posts and Telegraphs Department may be reviewed once in five years. This does not, however, preclude the Government from effecting any changes in between the two reviews in the tariffs of any category of service if they are very necessary and desirable. Such instances should be more an exception than a rule. In such cases, the committee expect normally a full enquiry into the proposals before deciding on the changes.

(i) The Committee feel that the surplus and losses shown by the

[D. G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The recommendation has been noted and appropriate action is being taken

Posts and Telegraphs Department every year do not give a realistic picture of its working as a commercial undertaking since contributions are not made on any scientific basis to the Renewals Reserve Fund. The net accretions to the Fund have not kept pace with the growth of capital investment with the result that replacements have to be partly met from fresh interest bearing capital.

(ii) They recommend that the extent of contributions to be made to the Fund may be so fixed that it may enable the Department to meet the replacement cost from the Fund.

29 34

The Committee are of the view that detailed objectives of the Posts and Telegraphs Development Fund and Revenue Reserve Fund may be formally laid down and the procedure of making future accretions defined.

32 38

The Committee do not see any reason for fixing as many as seven different percentages of reservations for promotion of about thirteen categories of posts on the telecommunication side. This matter calls for rationalisation and adjustment directed to improvement of the efficiency of the

in the matter.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 3rd January, 1962].

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The recommendation has been noted.
[D.G. P. & T. U.O. No. 29-3/61-B, dated 3rd January, 1962].

The Committee's recommendation has been noted and will be kept in view while examining the revision of the existing recruitment rules of these cadres.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].

service consistent with the reasonable aspirations of the departmental staff.

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The Committee recommend that knowledge of the regional language should be considered as a pre-requisite condition for entertaining applications for appointment to the subordinate services under the Posts and Telegraphs Department whose members are required to deal with the public

The recommendation of the Committee has been noted and action has been taken accordingly.

[D.G.P.&T. U.O. No. 29-3/61-B, dated 20th March, 1962].

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The Committee consider that the cases of the gazetted and non-gazetted officers who are officiating in the Posts and Telegraphs Department for over five years without confirmation need to be reviewed expeditiously with a view to confirming as many of them as possible against permanent posts.

Noted.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

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The Committee observe that the present training capacity in the Posts & Telegraphs Department on the telecommunication side, more particularly for Telephone Mechanics, is inadequate and needs to be suitably augmented to meet the expanding

A Post and Telegraphs Training Centre already exists at Saharanpur which caters to the training needs of the P. & T. Circles in Northern India in respect of postal staff and telegraph and telephone traffic staff. The question of opening four additional

requirements of the Department anticipated during the Third Plan.

Training Centres one each in the Southern, Eastern, Western and Central India on regional basis similar to the Training Centre existing at Saharanpur has already been taken up and the matter is under consideration of the P. & T. Board.

2. For the Tele-communication Engineering personnel, a residential Training Centre exists at Jabalpur to cater to the needs of Engineering staff of higher categories from all Circles and Districts. In addition there are Regional Training Centres (non residential) at each of the Telephone Districts in Bombay, Calcutta, Madras and New Delhi and at Ambala, Madras and Nasik to meet the requirements of training of staff of the categories of Mechanics, Phone Inspectors, Wiremen etc. In order to meet the expanding requirements of the training of staff belonging to the latter categories, the question of starting of additional Training Centres in other regions in the country is under examination.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The Committee suggest that the comparative economics of having com-

The economics of establishing combined P. & T. Training Centres for

bined Posts & Telegraphs Training centres on regional basis, in preference to separate institutions for each arm of the service for each of the Circles and Telephone Districts, may be examined.

The Committee are of opinion that the hostel accommodation available to the trainees at the Telecommunication Training Centre, Jabalpur, is far from adequate and needs to be augmented urgently.

all arms of the service on a regional basis and for separate branches on a Circle basis will be examined. Considering the needs of the various branches it is likely that in some cases it might prove to be more economical to have separate institutions for the different branches rather than combined P. & T. Centres for all branches on a regional basis. However, the matter will require detailed examination.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The present hostel in Jabalpur is designed to accommodate normally three students in each room for which necessary facilities like built-in cupboards etc. have been provided. The training Centre in Jabalpur is fully residential and all the trainees are provided accommodation in the Training Centre hostels at Jabalpur. To meet the requirement of additional hostel accommodation for expanding the training facilities in Jabalpur, construction of one more hostel has been approved.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The Committee recommend that decision may be taken early to introduce refresher courses for technical and operating staff of the Posts and Telegraphs Department.

The question of introducing refresher courses for the technical and operative staff of the Department is under consideration. The details of the various schemes are being worked out.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

(i) The Committee are of opinion that the Posts and Telegraphs Department should exercise a centralised control and pay greater attention to the training programme of the Department in order to ensure that the training facilities are augmented where necessary and fully geared to meet the expanding requirements of the Department.

(i) The Directorate is already exercising a centralised control on the training programme of staff of many categories of the Department. On the postal side, additional non-residential training classes have been sanctioned by the Directorate for the Circles not served by Saharanpur Training Centre and instructions have also been issued to Heads of Circles not served by the Training Centres at Saharanpur asking them to follow the syllabi of training in vogue at Saharanpur in the training class of their Circles.

(ii) Moreover it should be ensured that there is uniformity in the duration and syllabi of training and that the methods of training are abreast of the latest developments elsewhere in the country and in similar institutions abroad. Special

(ii) As regards the Tele-communication staff also centralised control over the technical courses is being exercised in the Directorate to ensure that the various training centres are fully utilised. The syllabi of training of different categories of

emphasis should be laid on training in public relations, despatch and efficiency.

(iii) They consider that the difficulty experienced by the departmental trainees on account of delays in payment of salary and allowances due to them is capable of being resolved by suitable procedural instructions.

staff are drawn centrally and followed in all the Districts and Regional Training Centres as well as in the Training Centre at Jabalpur. The duration of training is also identical in each Training Centre.

Instructions have already been issued from the Directorate last year revising the procedure for disbursement of pay and allowances to the trainees at the Training Centre in Jabalpur. The revised instructions are expected to mitigate the difficulties of the trainees which were being experienced by them.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

(i) The Committee are surprised to note that there are delays in the supply of uniforms to the eligible employees in the Posts and Telegraphs Department and that difficulties are also experienced in supplying overcoats, shoes and umbrellas.

(ii) Now that large scale manufacture of garments is a well estab-

Delay in the supply of uniforms: No doubt there had been a few cases of delay in the supply of uniforms in certain P. & T. Circles. This was due to inadequate arrangements obtaining there then. The Uniforms Committee have examined this question and on their recommendations certain revised arrangements have now been made to ensure that uniforms are supplied in time. For

lished industry, stitching and supply of uniforms should not prove a difficult problem.

(iii) Effective action may be taken by the Department to obtain and supply in time standardized sizes of uniforms to all those eligible.

For this purpose, a post of Inspector of Uniforms has been sanctioned for each Circle. The duties of the Inspector of uniforms are to deal with all the work connected with the uniforms such as collection of information from subordinate units, calling for tenders, inspection and keeping watch over the progress of stitching and ensuring proper and timely attention to all connected problems at all stages regarding the procurement, supply and distribution of uniforms. The present stitching of uniforms according to self measurement cards has been abolished and instead uniforms will now be stitched according to six standard sizes. The Heads of Circles have been permitted to get the uniforms stitched through the Government or Semi-Government institutions like Jails, Rehabilitation Centres, Co-operative Society etc. where necessary as stitching through private contractors on competitive tender basis took in some cases considerable time in finalising the stitching contracts. All these measures will go a long way towards ensuring timely supply of the uniforms.

(iv) They are of the view that the Department should ensure not only that the staff who come in such wide contact with the public, have uniforms but that they wear and keep them in neat and tidy condition. For this purpose, they suggest that the Department may have a scheme for regular inspection of uniforms, kit etc. The turn-out of an employee may be specially commented upon in the confidential report and duly taken into account while considering the question of his advancement.

(v) They also suggest that the adequacy of supply of umbrellas to staff in very rainy or very hot areas and of waterproofs, overcoats, gloves etc., in rainy and extremely cold areas, may be re-examined and liberalised wherever found necessary. It may also be ensured that the umbrellas and overcoats etc. are supplied to the staff in time.

(iv) Kit Inspection. On the recommendations of the Uniforms Committee the system of carrying out periodical inspection at intervals not exceeding one month, to promote a sense of dress consciousness in the staff and also to keep an inventory of the articles of uniforms supplied to officials, has been introduced. The inspecting officer will during his visits/inspections, examine whether the kit books are being systematically maintained. In accordance with para 2 of rule 736 of the P. & T. Manual Volume II, appearance on duty without a uniform where supplied on in a dirty or tattered uniform is to be treated as an offence rendering the offender liable to punishment.

(v) Adequate supply of umbrellas, waterproofs, overcoats etc. and Gloves etc.

(a) Umbrellas.

Previously umbrellas were supplied once in two years to officials who were entitled to the supply of uniforms and who were required to

perform mainly outdoor or touring duties with the exception of Mail-Guards, R.M.S. Peons, Boatmen, Dandies, Manjhies and Sub-Inspector of Telegraphs at places where the average of maximum temperature during two months of summer was 100° F or over or where the normal rainfall for any four consecutive months during a year was 30 inches or over.

On the recommendations of the Uniform Committee the temperature condition for eligibility of supply of umbrellas has been reduced to 90° F while the other conditions remain the same.

(b) *Waterproofs.*

Previously instead of umbrellas the supply of waterproof caps, or at the discretion of the Heads of Circles, coats with hoods or caps used to be made to postal peons who convey mails in hand carts and all linemen and to those outdoor officials who were required to perform outdoor duties on cycles or motor cycles. It has, however, been decided on the recommendations of the Uniforms Committee that waterproofs with

caps may also be supplied at the discretion of the Heads of Circles where the average of annual rainfall is 50 (fifty) inches or over and the use of umbrellas is not a sufficient protection. In cases where the Head of a Circle decides that waterproofs with caps, should be supplied in addition to umbrellas the life of umbrellas will be increased from two to three years and that of waterproofs from three to four years.

(c) Overcoats.

Earlier, overcoats were supplied to outdoor staff eligible for the supply of warm uniform at places where the average daily minimum temperature prevailing during the coldest month of the year was below 40°F. At places where the average of the daily minimum temperature prevailing during the coldest month of year 40°F, or above but does not exceed 45°F, overcoats were supplied to only those outdoor staff who were required to perform duties frequently at night or in the

early morning provided otherwise they were entitled to the supply of warm uniforms. However on the recommendations of the Uniform Committee, necessary orders have been issued for the supply of warm overcoats to all outdoor officials entitled to the supply of warm uniforms in places where the average of the daily minimum temperature prevailing during the coldest month of the year is 40° F or below. In places where average of the daily minimum temperature prevailing during the coldest month of the year is above 40°F but does not exceed 45°F, overcoats are to be supplied at the discretion of the Heads of Circles to those outdoor officials who are continuously exposed to working in cold weather for an appreciable length of time at nights.

For this purpose night is to be taken to mean the period from sunset to sun rise. The overcoats are to be supplied once in four years in the Hills and once in six years in the plains.

(d) *Hand Gloves.*

Hand gloves and also overcoats with some more articles of warm clothing

are supplied in severely cold areas in Sikkim and in the state of Jammu and Kashmir. Proposals have also been called for from the West Bengal, Punjab, Uttar Pradesh and Bihar Circles for consideration whether some more articles of warm clothing be supplied to the staff working in Hilly areas.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

41

The Committee suggest that it would be desirable to institute a system of incentive awards under which cash grants can be made to employees who by their suggestions contribute to the efficiency, economy or other improvements in various departmental operations. Such a system is bound to yield good results in a department of commercial character as the Posts and Telegraphs.

47

The recommendations of the Committee have been noted.

2. The question of introducing incentive for increasing efficiency and outturn of the staff of the department has been under examination in the Department for some time. The Heads of Circles at their conferences in the past had also indicated that comparative merit of officials should be determined on certain criteria like technical proficiency, punctuality in attendance, out-turn in quality and performance including behaviour with the public etc. It will be necessary to evolve a

scheme which will take into account the standard for measuring output as it exists at present in certain cadres and also the method of assessment of performance over a period of time in other cases. It may, however, be difficult to evolve a uniform standard of assessment. Also the incentives need not necessarily be in the shape of an increase in wages but might be in the shape of increase of prospects. It is under consideration to form committees for each branch, which will examine the question in detail and make recommendations. The suggestion of the Estimates Committee will be made available to the proposed committees for examining and working out details regarding the shape of incentives.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

In continuation of Government's earlier reply it is stated that a Committee was formed for each branch of the Department for examining the scheme of incentives to be given to the staff for increasing the efficiency and output. The Committee on R.M.S. Branch has since submitted its reports and its

recommendations for the grant of proficiency allowance to those who qualify in the special sorting examination is under consideration in consultation with the Ministry of Finance

2. On the Postal side the Committee's work has been withheld pending receipt of report of the over-time allowance Committee as it will have a bearing on this matter.

3. On Telecommunication side the question of providing incentive for Telephone Operators was considered and the proposal had been kept in abeyance due to the present emergency

(D. G. P. & T. U.O. No. 29-3/61-B, dated 2nd March, 1963).

The Committee consider that it would be desirable to lay down a detailed constitution of the Posts & Telegraphs Welfare Advisory Board early.

In the Government orders issued in Memo. No 56/2/57/WL, dated the 3rd March, 1958, all the salient features of the constitution of P.&T. Welfare Advisory Board

such as composition of the Board, periodicity of the meetings, functions of the Board, Grant of T.A & D.A. facilities to the members of the Board for attending the meetings, cooption of additional members etc. have been mentioned. As the P.&T. Welfare Advisory Board is only an Advisory Body, it was not considered necessary to lay down a detailed constitution. However, as desired by the Estimates Committee, action is being taken to lay down a detailed constitution of the P.&T Welfare Advisory Board

[D.G. P. & T. U.O. No. 29-3/61-B dated 21st November, 1961].

In continuation of Government's earlier reply it is stated that the detailed Constitution of P. & T. Welfare Advisory Board has been issued.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 16th February, 1963].

(i) The Committee desire that the suggestions offered by the Commission of Enquiry on Employment and Conditions of Service of Central Government Employees (1957-59)

in regard to the provision of dormitories, rest houses and retiring rooms for the operating staff of the Posts and Telegraphs Department should be implemented.

(ii) They recommend that the question of providing adequate retiring facilities to staff at the Central Telegraph Office at Madras and in similar other offices working round the clock may be examined.

31-12-60 is shown below:—

R.M.S. Rest Houses	...	239
Dormitories	...	180
Retiring/Rest Rooms	...	207

Necessary amenities such as furniture and other equipments have been provided in these institutions. In respect of R.M.S. Rest Houses, orders have been issued to the Circles on 21-2-61 to provide the required amenities under their own powers urgently. In respect of such of the amenities which are considered necessary and on which expenditure cannot be incurred by the Circles from within their Financial powers, every such case will be taken up with the Directorate for sanction of such expenditure. So far no such case has been referred to the Directorate by the Circles.

2. In respect of dormitories and retiring rooms, as far as practicable these facilities have been provided in all large Telegraph

Offices and Telephone Exchanges which work round the clock. In so far as C.T.O., Madras is concerned, there are three dormitories and one retiring room for the benefit of employees. The matter is being looked into further to see whether any extension to the facility is required. The Telegraph Enquiry Committee has recommended certain facilities in respect of dormitories/retiring rooms. These are under examination and a final decision is expected shortly.

3. The main difficulty in providing such of the facilities is the paucity of accommodation. The Department is now speeding up its building programme in Third Five Year Plan and it is expected that in all future building construction due provision of such facilities will be made.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The Committee endorse the observations of the Commission of Enquiry on Emoluments and Conditions of Service of Central Government Employees (1957—1959) made in paragraph 8 of Chapter XLIII of their

The question of revising the Standards of accommodation in R.M.S. Rest Houses and Office has been taken up with the M.F.C. and it will be sometime before any revised standards are arrived at

report and hope that suitable action will be taken by the Department to improve the present inadequate position of accommodation provided to the RMS staff at various railway stations during the Third Plan

In so far as rest room and dormitories for the Telegraph Staff is concerned, the recommendation of the Telegraphs Enquiry Committee laying down the standard have been accepted. It is expected that action to be taken in so far as the provision of rest room and dormitories for RMS Staff is concerned, will be finalised soon

Following the recommendation of the Second Pay Commission, the Heads of Circles have already been advised to take remedial measures to improve the condition in RMS Rest Houses and RMS Offices.

[D.G. P. & T. U.O. No. 29-3/61-B. dated 21st November, 1961]

The Committee consider that the dispensaries maintained by the Posts and Telegraphs Department should be properly housed and have necessary accommodation for the waiting patients.

while sanctioning dispensaries at Nagpur, Kanpur, Patna, Bangalore, Tiruchi, Poona, Ahmedabad and Lucknow, the Government have authorised incurring expenditure to the extent of Rs 250/- p.m. on

rent for the building to house the dispensary. Every effort is being made to find out suitable accommodation. It has been the experience of the Department on some occasions that when a doctor is available for appointment, suitable accommodation could not be found and the opening of the dispensaries had to be delayed. It was, therefore, considered that as soon as a doctor becomes available, the dispensary may be opened in whatever departmental accommodation could be made available as a stop-gap arrangement and then be on the lookout for proper and convenient accommodation

3.

The need for finding sufficient and convenient accommodation shall be stressed on all the Controlling Officers. The Department is also intending to take up the question of constructing suitable buildings for housing the dispensaries.

(D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961)

49

The Committee feel that in order that the savings movement may develop assiduously during the Third Plan

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Instructions already exist under which the extension of Savings Bank powers to more and more Branch

and succeed, savings bank facility needs quicker expansion.

Offices is expedited, provided the five fundamental conditions are fulfilled. With a view to speeding up the progress these powers were recently delegated to all Supdts. of Post Offices.

Out of the total number of B.Os. (29,156) at the Headquarters of Pan-chayat, N.E.S. Blocks and community Project areas (as on 1-1-61), 6,603 are already doing Savings Bank work.

✕

We have issued instructions to all Heads of Circles to see that the remaining B.Os. at these Headquarters are vested with S.B. powers by 31-3-62 in addition to as many as possible of the other B.Os. A watch is being kept and the position is being reviewed every six months.

We have also requested the Heads of Circles to ascertain from the Regional National Savings Officers names of places from where there is either a demand for this facility or where a response may be expected and to get these cases examined first and to seek the assistance of State Gov-

ernment Officers wherever necessary to overcome difficulties, if any.

[D.G.P.&T. U.O. No. 29-3/61-B, dated 21st November, 1961].

It has since been decided that the existing rate of annas -/10/- per transaction for S.B. and annas -/7/- for C.C. work should be revised to Re. 1/- and 0.69 nP. respectively with effect from 1-4-59. The cost of printing of S.B. cheque Books and National Plan-Savings Certificates will be debited to the Ministry of Finance direct.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The Committee consider that the procedure of calculating the amount payable to the Posts and Telegraphs Department for undertaking work relating to the Savings Bank and Savings Certificates fixed in the year 1950-51 needs revision on a more rational basis. It should be ensured that the Department does not undergo losses in performing these functions on an agency basis.

(i) The Committee observe that the total number of policies issued and the total amount assured under Postal Life Insurance have declined by more than 62 and 59 per cent. respectively from the year 1955-56 to 1958-59.

(ii) They are of opinion that the declining trend in the number of policies issued by the Postal Life Insurance since the year 1956-57 calls for reappraisal of the scheme.

To increase the business of P.L.I. the following steps have been taken:

(i) Four posts of Inspectors of Postal Life Insurance have been created with effect from 1st Feb. 1961. The Inspectors have upto 31-7-1961 secured 4,017 proposals for Rs. 87 lakhs. The experiment having met with success, two more posts of P.L.I. Inspectors have been sanctioned for procurement of business.

(ii) An up-to-date prospectus on P.L.I. bringing out the salient

features of the scheme has been printed and copies thereof are now being distributed.

(iii) The question of introduction of non-medical business in the P.L.I. is being actively pursued with the Controller of Insurance.

It is expected that the position regarding new business will considerably improve by taking the above measures.

(D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961).

The Committee suggest that the fixation of the premium rates of Postal Life Insurance for Whole Life and Endowment Insurance in the light of the current rates of the Life Insurance Corporation may be examined early.

The premium rates of whole life policies have been reduced with effect from the 1st April, 1961. With effect from the same date a system of rebates on premia on both Whole Life and Endowment Insurance policies of Rs. 3,000/- and above in value, has been introduced. These revised rates compare favourably with those of the Life Insurance Corporation.

D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961.

(i) The Committee observe that 49 maturity and 172 death claims were pending for over six months, and 260 maturity and 93 death claims were awaiting payment for more than six months as on the 31st March, 1960.

(ii) They consider that it would be desirable to lay down a time-schedule for investigation of Postal Life Insurance claims and to ensure that the claims are investigated and settled without delay. Suitable action may also be taken to ensure that actual payment to claimants is made expeditiously.

A time schedule has been laid down for taking up advance check up of maturity cases one year in advance of the date of maturity.

In respect of death claims there is no delay in settling cases of assigned or nominated policies. In the absence of assignment or nomination, legal proof is required to be furnished by the claimant in support of the claim when it exceeds Rs. 5,000/- or when there is a dispute. In such cases delay in settlement of claims is beyond the control of the department.

Undisputed claims on unassigned and un-nominated policies upto Rs. 5,000/- are settled by the Department as quickly as possible, but enquiries do take time as the Govt. has to be satisfied that payment is being made to the correct person.

(D.G.P. & T. U.C. No. 29-3/61-B, dated 21st November, 1961).

Government of India have with effect from 1-4-61 fixed the rate of interest earnings on the balances of the P.O. Insurance Fund at 3½ per cent. without any specific limitation of period.

(D.G.P. & T. U.C. No. 29-3/61-B, dated 21st November, 1961).

The Committee are of opinion that the present rate of interest paid by the Government of India on the balance of the reserves of the Postal Life Insurance Fund needs a review

60

The Committee consider that it would be desirable to lay down a scale in consultation with the Controller of Printing and Stationery for supply of stationery to various offices under the Posts and Telegraphs Department so that there is proper and scientific basis for estimating requirements and taking timely steps to meet them.

The recommendation of the Estimates Committee has been noted and steps have already been taken to lay down suitable standard for supply of stationery articles to the various offices of the P. & T. Department in consultation with the Chief Controller of Printing and Stationery, New Delhi.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

61

The Committee are of opinion that there should be effective control on the printing and supply of forms and publications for which there should be close and intimate coordination among the Posts and Telegraphs Directorate/Heads of Circles and the Controller of Printing and Stationery. Till such time the position shows signs of improvement, it may be necessary to delegate adequate powers to the Heads of Circles for getting the forms printed locally when the normal means of supply fail

The printing and supply of forms has not been satisfactory during the last many years due to acute shortage of paper in the country and inability on the part of the Govt. presses of the Printing and Stationery Department to cope with the requirements of forms of the P. & T. Department. Even so every attempt is being made to ensure the utmost co-ordination between the various agencies concerned with the work. The A.D. D.G. (Forms) of this Directorate is in constant touch with the Chief Controller of Printing and

Stationery India, Govt. Presses,
Heads of Circles, P. & T. Forms
Stores, D.G.S. & D., Paper Mills,
Private printers etc.

2. The financial powers delegated to Heads of Circles, Telephone Districts and other important administrative offices, to sanction local printing of forms in private presses upto a limit of Rs. 5,000/- in each case, have been extended upto 31-3-1962. The question of delegating these powers permanently has also been taken up with the Ministry of Finance (Communications). The Heads of Circles have also been empowered to make local purchase of paper upto a limit of two months' requirements whenever the supply of paper is not available from Govt. sources.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

Since the forms enumerated in Appendix XV constitute the greater bulk of the forms used by the public and the issue of these forms in regional languages would go a long way in satisfying the local requirements, the Committee recommend

As recommended by the P. & T. Forms Committee, the P. & T. Board decided in March, 1960 to bring out 4 forms in bilingual (English—Regional Language) and another 22 forms in regional languages only.

that action should be taken by the Posts and Telegraphs Department to expedite the supply of forms in regional languages, the decision in respect of which was taken as early as March, 1960.

The Board also appreciated the difficulties in bringing out forms in regional languages and decided that it should be done as expeditiously as practicable.

The C.C.P. & S. India was informed of the decision of the Board in April, 1960 with the request to make necessary arrangements for printing of forms in question in regional languages as quickly as possible. He intimated that the Govt. Presses were not equipped as yet for the purpose. He also pointed out the acute shortage of paper in the country and suggested that the introduction of forms in regional languages might be kept pending till the paper supply position improved and expansion schemes of the Govt. Presses completed. He was again asked to intimate the steps taken by him in the matter and if there were no early prospects of gearing up the Govt. Presses, he might allow the P. & T. Department to go in for

local printing of these forms in regional languages provided requisite paper was arranged by him. No reply has so far been received from him.

With a view to keep ourselves ready for the changeover, the Heads of Circles were addressed in September, 1960 to arrange for the translation of these 26 forms in regional languages and have the same vetted by the State Govt. concerned. This work has already been taken in hand and is in progress

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In the meanwhile, on account of pressing demand from Postmaster-General Madras, he was authorised in May, 1961 to bring out form MO-8 (Inland Money Order Form) in English-Tamil. This he has done by printing the same at the Madras State Govt. Press. He has also been allowed to bring out form MO-8 (Inland Money Order Form) in English-Malayalam and form RP-54 (Acknowledgement for Registered articles) in English-Tamil. Simultaneously other Heads of Circles have also been directed to bring out form MO-8 (Inland Money Order Form) in regional languages of their areas as early as

practicable even by purchasing paper locally within their powers of sanction, if no paper is received from the Govt. sources. The Inland Money Order form and Acknowledgement for Registered Articles are being printed in English-Hindi by the Govt. of India Presses.

In addition to bringing out 26 forms in regional languages, as decided in March, 1960, the P. & T. Board has also decided to supply 6 forms, for use in Branch Post Offices, in regional Languages. (Listed in Appendix II). The Heads of Circles have been informed accordingly and asked to take steps to print them locally after getting the same translated in regional languages of their areas and vetted by the respective State Govt.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

In continuation of Government's earlier reply it is stated that the translation of forms in Gurmukhi, Tamil, Malayalam, Oriya and Bengali languages have been completed

and got vetted from the respective State Governments, while the work is in progress for the translations in the remaining languages viz. Gujarati, Marathi, Telegu, Kanarese, Urdu and Assamese. Hindi translations of 15 forms out of 26 have since been rendered and action is in progress to render translations of the remaining forms. Hindi translations of the additional forms have also been completed and proofs approved for final printing at the Government of India Forms Press, Aligarh.

As for the printing of these forms in regional languages at the Government Presses, the C.C.P. & S. suggested to reconsider the scheme in view of the present emergency and the paper shortage in the country.

It was, however, not found desirable to postpone such a progressive measure indefinitely and the C.C.P. & S. has been requested to examine the question of arranging printing of these forms through the Outside Printing Organisation of the Printing & Stationery Department as indicated by him previously. Translations of forms in regional languages, so far completed, have been furnished to him and the remaining

shall be sent as and when received from the Circles.

[D. G. P. & T. U.O. No. 29-3/61-B, dated 8th February, 1963].

The Government of India Press (Forms Wing), Nasik is at present printing only 25% of the total demands of the three Circles viz. Bombay, Mysore and Madras though the Manager was requested to undertake printing of 50% requirements by this Department. This is because the Forms Wing could not utilise its full capacity. The Printing and Stationery Department was requested as early as in July, 1960 to examine the question of running second shift of the Forms Wing and take steps so that appreciable percentage of requirements of forms could be printed. The matter is under examination by that Department in consultation with the Manager of the Press, Nasik and they have been reminded to expedite the matter. During discussion held in April, 1961 between an officer of this Directorate and the Manager, Government of India Press, Nasik, it was intimated by the Manager that due to the inadequate electric power, it has been difficult to

The Committee would urge that an early decision should be taken in regard to the question of augmenting the printing capacity of the Government of India Press, Nasik, so that the requirements of forms are fully met.

run the existing machines to their maximum capacity. However, the Manager, Government of India Press, Nasik is examining the varieties of forms which he would be able to print to the full requirements so as Road. The Manager, Government of India Press, Nasik has been reminded in the matter of augmenting the printing capacity of the Forms Wing by starting second shift.
[D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

In continuation of Government's earlier reply it is stated that the examination of the varieties of forms has since been completed by the Press and orders have been issued by the D.G.P. & T. that the P. & T. Forms Store (now Postal Store Department), Nasik Road will cater the entire requirements of essential forms of Bombay and Gujrat Circles excepting some rotary numbering jobs which the Press is not in a position to undertake and which will be arranged from the Government of India Press, Aligarh.

[D. G. P. & T. U.O. No. 29-3/61-B, dated 8th February, 1963].

B. 111th Report

Sl. No. as in Appendix III of the 111th Report)	Reference to Paragraph No. of the Report	Summary of Recommendation/Conclusion	Reply of the Government
I	2	3	4
I	5	<p>The Committee doubt if the present criterion for the formation of a new Division based on the strength of staff provides the best method of assessment. There is need for evolving more rational criteria for the formation of a new Division or its up grading which should take into account such factors as the work load, the stage of postal development, the special problems to be faced in that connection, and the population and area served.</p>	<p>Postal Divisions are created on the basis of standards accepted in consultation with the Ministry of Finance. A Class II Division is created when a District or area has 150 clerks and a Class I Division when there are 300 clerks or more in a Division. But other relevant factors are also taken into consideration as, for example, the following:</p> <p>(a) Necessity to station a sufficiently senior Postal Officer for immediate liaison with the State Government.</p> <p>(b) Need to reduce the size of a Division which is unwieldy and the</p>

Superintendent of P.Os. is consequently unable to exercise effective supervision.

(c) Border areas and areas of difficult terrain because of hilly tracts or otherwise.

The suggestions made by the Estimates Committee that the workload, the stage of development, the special problems of an area etc. should be taken into consideration for formation of a new Division or its upgrading have been noted and the question of evolving fresh standards for creation and re-organisation of divisions has been taken up.

[D.G.P. & T. U.O. No. 29-4/61-B, dated 28th November, 1961].

The recommendation of the Estimates Committee is accepted. As a matter of fact, we have been acting on the very principles which the Estimates Committee have mentioned. We are not rigidly following the number of clerks as a basis for creating new Divisions. In the border areas, we have formed new Divisions with much fewer clerks than 150 taking into account the difficulties of communication and travel as also the need for special attention for the development of these territories.

The number of clerks is taken into account for creating a new Division after upgrading it—not as a determining factor by itself, but as an index of the work-load; as the number of clerks is sanctioned strictly in proportion to the work-load in accordance with the prescribed time test for each item of work. Factors like the stage of postal development, the requirements of the border areas and undeveloped areas, the population and the area served, are not overlooked. But it has not been found practicable to incorporate these factors in a quantified formula. Nonetheless, they are kept in view and will be kept in view.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 6-1-62].

The Committee hope that constant efforts will be made to increase the frequency of delivery of mail in rural areas and improve the efficiency of local delivery.

II

The Heads of Circles have been instructed repeatedly in the past to pay particular attention for improving the delivery frequencies simultaneously with the opening of new post offices. In pursuance of this policy the position has been improv-

ing gradually with increase in daily services and decrease under other less frequent services like weekly, over a week etc., as is indicated below:

Frequency of Service	No. of Villages.	
	As on 1-12-59	As on 1-12-60
Daily.	2,40,547	2,57,826
Weekly.	98,401	70,981
Over a week	15,340	15,185

With the opening of about 17,000 new post offices during the Third Five-Year Plan and consequent sanction of additional delivery staff, the frequencies of delivery are bound to increase considerably.

[D.G.P. & T. U.O.No.29-4/61-B, dated 28th November, 1961].

The number of 'No-Dak' villages has decreased from 4,658 in September, 1960 to 3,314 on 1st April, 1961. The Heads of Circles concerned have been instructed to take all possible measures to reduce the number of such villages as quickly as possible by including them in the beats of

The Committee hope that the number of "no dak" villages will be substantially reduced during the Third Five Year Plan.

delivery staff of the Department. It has also been held that it is a misnomer to call such of the villages as receive delivery of dak normally regularly through "special mazdoors" under the system of 'portage charges' as 'No-dak' villages. It has accordingly been decided that such villages should not be treated as 'No-Dak' villages but shown separately under a heading, 'villages served by mazdoors'. The correct position with regard to the number of 'No-dak' villages will be available only after this new clarification is introduced as it will remove the misconception that there is no arrangement for delivery of dak in a number of villages where in reality delivery is effected through mazdoors on payment of portage charges.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 28-11-61].

The Department could take advantage of the development of roads under the Community Development and National Extension Service

Foot lines were being replaced by faster modes of conveyance as a regular measure with due regard to the advantages to be gained and the

Schemes and in tune with the spirit of serving the rural areas enjoined under these schemes, provide such villages with speedier communication facilities by converting existing footlines into cycle lines etc. This, the Committee consider, will also result in economy since the benefit of longer distances that can be covered by a person by the speedier mode of transport will more than make up for the additional initial cost.

financial implications thereof. The total length of foot lines in 1956-57 was nearly 50 per cent of the total length of mail lines (excluding air services) and was mostly confined to undeveloped areas where suitable roads were not available. In the year 1959-60 the length of the foot lines was 54 per cent of the total length of the mail lines (excluding air services). Despite the steady progress in conversion of foot lines into faster modes of conveyance the total length of the latter increased because of the fact that during the plan periods a considerable number of Post Offices were opened in remote villages which are accessible only through runners. The number of additional foot lines opened is often greater than those converted.

The Committee's recommendation that the Department could take advantage of the development of roads under the Community Development and National Extension Service Schemes and provide such villages with speedier communication facilities, is appreciated and this Department is already taking advantage of the new roads wherever they are built. Instructions have also been

issued to the Heads of Circles to keep themselves posted with the latest communication developments in rural areas under various schemes and make every possible endeavour to replace the runners by faster modes of conveyance wherever possible.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 24-3-62].

The Committee feel that in view of the strategic importance of the country's border areas, senior officials of the Department may pay visits to these areas so as to ensure that development of communication facilities is not neglected there.

The senior officials of the Department visit border areas regularly and as frequently as possible. Special instructions have again been issued on the lines suggested by the Estimates Committee. The P. & T. Board is in close touch with the Ministries of Defence and External Affairs and the Border Roads Organisation and plans are being made out for the development of communications in these areas.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 20-6-62].

The Committee feel that the present procedure relating to renting of buildings is leading to unnecessary delay in taking final decisions. The whole procedure needs to be reviewed in consultation with the Ministry of Works, Housing and Supply. A time limit for issuing such certificates by Central Public Works Department may be laid down. In the alternative, the feasibility of reverting to the earlier practice of acting on the certificates from the local rent authorities or district authorities may be examined.

Further information called for by the Committee.

The latest position in the matter may please be intimated.

[L.S.S. O.M. No. 32-EC '61, dated 5th May, 1962].

The question of Simplifying the procedure regarding renting of accommodation so as to surmount as far as possible the difficulties experienced by the Heads of Circles and other Subordinate Units in this matter has been examined in consultation with Additional Chief Engineer, C.P.W.D. P.&T. Wing. It is proposed to lay down a limit of maximum period within which a certificate of reasonableness of rent must be furnished by the C.P.W.D. or the other competent authority: if this certificate is not forthcoming within that period, the Heads of Circles may be allowed discretion of assessing the fair rent themselves. The Additional Chief Engineer has suggested a minimum period of 21 days and a maximum of 42 days for this purpose. It is also proposed that upto a certain limit of rent, it should not be necessary to approach the C.P.W.D. or the other competent authority for assessing the fair rent. The case has been taken up with Ministry of W.H.&S. and the Ministry of Finance

[D. G. P. & T. U. O. No. 29-4 '61-B, dated 19th February, 1962].

The question of simplifying the procedure for renting of accommodation was discussed in a recent conference of the heads of Circles. The recommendations of that conference are under consideration of the P.&T. Board. The recommendations are for enhancement of the powers of various officers in the department. It has also been proposed to dispense with the condition of obtaining of fair rent certificate from the C.P.W.D. in respect of buildings having a rent upto Rs. 100/- p.m.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 11th June, 1962].

In continuation of Government's earlier reply it is stated that the question of rationalising the procedure for renting of buildings has been considered and it has been decided that.

(i) for buildings with rents upto Rs. 100/- and 75/- per month for accommodating offices and office-cum-residences, the Divisional Engineers and Superintendent of Post Offices respectively may exercise

full powers for renting without obtaining any certificate from any outside authority regarding fairness of rent. The Divisional Engineers and Superintendent of Post Offices would, however, exercise adequate care to ensure that the rents are reasonable.

(ii) Powers of the Heads of Circles for renting non-residential accommodation should be doubled. The enhanced financial powers would be:—

(a) for office purposes upto Rs. 1,250/- per month at Bombay, Calcutta, and Madras and upto Rs. 1,000/- per month at other places;

(b) for office-cum-residential purposes upto Rs. 800/- at Bombay, Calcutta and Madras and upto Rs. 700/- per month at other places.

It will not be necessary for Heads of Circles to obtain fair rent certificate from any outside authority and instead of Committee consisting of an officer of administrative Grade and an officer of Senior Executive Grade would ensure that the rent demanded is reasonable.

Presidential orders delegating the powers accordingly have been issued.

[D. G. P. & T. U. O. No. 29-4 61-B, dated 15th February, 1963].

The Committee hope that the Department will ensure that the orders regarding training of extra departmental staff are strictly complied with and that every extra departmental agent has a good working knowledge of the rules, rates, procedure etc. before he is allowed to assume full charge of his office. Inspectors visiting Branch Offices may make sure that the staff have knowledge of up-to-date rules etc. They may also be asked to comment specially on this aspect in their Inspection Reports.

The Committee urge that the suggestion of the Mechanisation Committee to get the machines required by post offices manufactured in

Instructions have been issued to Heads of Circles in this office letter No. 29-3/61-PLG-I, dated 10-5-61 (See Appendix III to ensure that orders regarding training of E.D. staff are strictly complied with and that every E.D. Agent has a good working knowledge of the rules, rates, procedure etc. before he is allowed to assume full charge of his office. They have further been told that Inspector of Post Offices visiting Branch Offices should make sure that the staff has an up-to-date knowledge of rules etc. and that they should comment specifically on this aspect in their inspection reports.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 28-11-1961].

The suggestions are being vigorously pursued.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 27-12-1961].

companies should be vigorously pursued.

The Committee hope that the work in designing the automatic stamp cancelling machines and electric sorting machines in Calcutta Workshop and the Indian Telephone Industries respectively would progress speedily and that after testing the prototypes the machines would be manufactured expeditiously.

The Committee hope that the Postal Research Centre will be set up soon and that official well acquainted with the working of post offices and their problems will be appointed therein. The Committee also hope that with the setting up of this Research Centre, greater attention will be paid to the problems of mechanisation in post offices which need serious and constant consideration.

(Further information called for by the Committee).

The latest position may please be intimated.

(L.S.S. O.M. No. 32-EC/61, dated 5-5-1962).

Efforts are being made to get special and precision machines for the P. & T. Workshops, Calcutta so as to enable the manufacture of Stamp cancelling and other machines. Letter Sorting Machine manufactured by Indian Telephone Industries is being put up for field trial shortly.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 24-3-1962]

All information required for setting up a Postal Research Centre has already been collected. The matter will be placed before the P. & T. Board shortly.

[D.G.P.&T. U.O. No. 29-11/61-B, dated 24-3-1962]

The Postal Sub Board have agreed to the formation of a Postal Research Centre. Further action regarding its early implementation is now being

taken. The Research Centre is likely to be established shortly.

[D.G.P.&T. U.O. No. 29-11/61-B, dated 28-7-1962].

14 33

(i) The Committee recommend that literature on the progress of mechanisation in post offices in foreign countries may be obtained regularly and studied and useful ideas implemented.

(i) This is being done now.

(ii) It might also be useful to send officers to advanced countries to make a study of their postal services with a view to introduce the improvements here.

(ii) It is proposed to depute some officers abroad during the Third Five Year Plan.

[D.G.P.&T. U.O. No. 29-11/61-B, dated 2-1-1962].

15 34

The Committee endorse the recommendation of the Mechanisation Committee that a lump-sum grant of Rs. 50,000 to Rs. 1,00,000 should be set apart every year for experiment and research.

The recommendation is under consideration.

[D.G.P.&T. U.O. No. 29-11/61-B, dated 24-3-1962]

(Further information called for by the Committee).

The latest position may please be intimated.

(L.S.S. O.M. No. 32-EC/61, dated 5-5-1962).

The following decisions have been taken by the Postal sub-Board:—

- (a) Necessary provision should be made for Postal Research under an appropriate budgetary head.
- (b) Appropriate financial powers should be delegated to the Director Postal Research.
- (c) It should be examined if the financial powers vested in the Director Tele-communication Research should also be given to the Director Postal Research.

- (d) Rs. 80,000 should be allotted for Postal Research for the current year by re-appropriation if necessary.

Further action for the implementation of the above decisions is being taken.

(D.G. P&T. No. 29-11/61-B, dated 28-7-1962.)

The Committee feel convinced that it should be possible to manufacture franking machines indigenously

The Posts and Telegraphs Department may explore the possibilities of getting the machines manufactured in the country and encourage their use by wide publicity.

At present the following are the authorised dealers in Franking Machines:

1. M/S Kilburn & Co. (P) Ltd.,
Post Box No. 61,-2 Fairlie
Place, Calcutta-1.
- (2) M/S Roneo Ltd., P-13 Mission
Row Extension, Calcutta.

(3) M/S Gillanders Arbuthnot & Co., Ltd., Post Box No. 174, Gillanders House, Calcutta-1.

2. The first two firms deal with imported machines. They were addressed on 27-5-61 to explore the possibilities of getting the machines manufactured in India.

Their replies show that they are seized of this matter. In fact, M/S Roneo Ltd., have intimated that they intend to manufacture 1000 machines in India. M/S Gillanders Arbuthnot & Col., deal in indigenously manufactured machines with only 2 imported parts.

3. The Ministry of Commerce & Industry has already approved of the scheme of a firm in Calcutta for the manufacture of 2,800 machines over a period of four years, as shown below:

Year	Post Franking Machines
1st.	400
2nd.	600
3rd	800
4th	1000

That Ministry is also taking action for increasing further the capacity for manufacture of such machines.

4. **The possibility of manufacturing this type of machine by the P.&T. Workshop is also being explored.**
5. **It seems that the supply of franking machines manufactured indigenously will improve after some time, and then the Department will take necessary action for popularising the use of such machines.**

[D.G.P.&T. U.O. No. 29-4/61-B, dated 28-11-1961].

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In continuation of Government's earlier reply it is stated that the possibility of manufacturing this type of machine by the P.&T. Workshops was explored. In view of the fact that the Ministry of Commerce & Industry has taken up the question of establishing a new unit for the manufacture of these machines, it was decided not to go ahead with the proposal for manufacturing these machines in P.&T. Workshops.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 7th February, 1963].

18 It may be examined why complaint/
 suggestion books which are kept at
 post offices other than branch offices
 cannot be kept in branch offices also.

The recommendation of the Estimates
 Committee regarding the mainten-
 ance of Complaint/Suggestion book
 at Branch Offices has been accepted
 and action is being taken to imple-
 ment this recommendation.

[D.G.P.&T. U.O. No. 29-11/61-B, dated
 24-3-1962]

The Committee hope that in all post
 offices the complaint/suggestion
 book is prominently displayed.

Instructions have already been issued
 to the Heads of Circles that due
 publicity should be given regarding
 the availability of the Complaints/
 Suggestions Books in the Head and
 Sub-offices, where these books should
 be kept at prominent places and be
 easily accessible to the public. A
 copy of the above instructions
 which were issued under Direc-
 torate's letter No. 33/31/58-QB dated
 13-11-1958, is enclosed*.

[D.G.P.&T. U.O. No. 29-11/61-B, dated
 27-12-1961].

*Not reproduced.

The Department may keep a close watch to see how far the remedial measures taken for reducing delays in the delivery of money orders in rural areas have proved effective, and improve upon them in the light of experience. The Committee recommend that remedial measures should also be taken to reduce the delays in regard to delivery of registered and insured articles.

The number of complaints received by the Posts and Telegraphs Department regarding misbehaviour or misconduct of staff is very high. A proper sense of courtesy and politeness should be enjoined on the staff and any breach of good manners may be taken serious note of. The Committee also suggest that "behaviour towards the public" may be one of the important points to be commented upon in the confidential reports of postal employees dealing with the public.

Instructions have since been issued to the Heads of Circles in this behalf under this office letter No. PQ.9/61-QB, dated 1-7-1961, a copy of which is enclosed (See Appendix—IV).

(D. G. P. & T. U.O. No. 29-4/61-9, dated 2-1-1962).

The Department is very much alive to the need for courtesy and politeness on the part of the staff. Attention of the staff is focussed on the need for courtesy through suitable posters, which are displayed prominently in post offices. Any complaint relating to discourtesy on the part of the staff is promptly enquired into and invariably deterrent action is taken against the officials if they are found to be at fault.

2. Provision exists for indicating prominently the names of officials who work at counters, so that the public may know the particulars in case any counter clerk misbehaves. A complaints and suggestions book is provided at all head and sub-post offices wherein members of the public may record the complaints relat-

ing to misbehaviour on the part of the staff, giving full details regarding the name of the official, the time and date and the actual nature of the misbehaviour. Provision already exists in the confidential report forms for recording the work and conduct of the non-gazetted staff of the P. & T. Department to take into account their behaviour and assistance rendered to public while assessing their conduct.

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However, for this to be effective, it would be necessary for the public to indicate in written complaints, or in the remarks entries in the complaints and suggestions book precise information relating to all cases of alleged discourtesy or impoliteness on the part of the staff.

3. Instructions have also been issued for imparting training in public relations to supervisory staff. The Heads of Circles as well as other officers have been instructed to give a short talk on 'Public Relations' to the supervisory staff of post offices

when they visit these offices for inspection.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 28-11-1961].

The Committee hope that serious attention will continue to be given by the Department to the problem of pilferage of mail and that all possible measures will be taken to eradicate this evil completely.

23

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Special steps continue to be taken to prevent the pilferage of mails especially magazines. The effectiveness of the action taken can be seen from the fact that from January, 1960 to December, 1960, out of 1,22,609, Foreign Magazines taken up for check, the addressees had reported loss of the Magazines only in one case. Responsibility for the loss was fixed in this case and suitable disciplinary action taken against the official at fault.

[D.G.P. & T. U.O. No. 29-14/61-B, dated the 28th November, 1961].

The express delivery system is a facility which the public have enjoyed for several years now and the Committee hope that it will not be abolished but so organised as to make the service efficient and truly express.

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At present there is no proposal under consideration for discontinuing the E.D. system. The question of effecting improvement in the service is engaging the attention of the Department. A proposal to transfer the work of delivery of E.D. articles from the telegraph offices to Post Offices is under active consideration. In fact this work has been transferred to post office in Delhi/New Delhi with effect from 1-5-61 as an

experimental measure and its results are being watched before the revised procedure is adopted in other Circles.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961]

25 52

While recognising the need for expeditious handling of claims cases, the Committee would also stress the importance of analysing the claims specially those relating to insured articles and savings bank and for taking remedial action so as to reduce loss to Government.

In continuation of Government's earlier reply it is stated that it was felt that the improvements could be effected if the work of delivering the Express Delivery articles is transferred from Telegraph Offices to Post Offices. The work was therefore transferred to Post Offices in Delhi/ New Delhi/ Poona/Hyderabad/Madras/Lucknow and Allahabad as an experimental measure. The working of the new system in those places was reviewed at the time of the Heads of Circles' Conference held in March, 1962. As a result it was decided that the delivery of Express Delivery letters should be transferred from Telegraph Offices to Post Offices throughout the country. Accordingly in May 1962, orders were issued to

transfer the work to Post Offices on a phased programme without any extra cost to Government and the changeover has been completed.

The improvement in the Express Delivery Service is kept constantly under review and judging from the number of complaints received it would appear that there has been an improvement in the scheme.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 15th February, 1963].

(i) *Expeditious settlement of claims.*

The need for expeditious settlement of claims in respect of insured articles, S.B. etc. has been emphasised in this Directorate letter No. 15/24/60-Inv. dated 27-9-1960 addressed to all Heads of Circles. All efforts are being made to have the claims settled expeditiously.

(ii) *Remedial action to reduce loss to Government.*

Claims arise mostly out of cases relating to frauds and losses. Instructions have been issued in Directorate Circulars No. 18 dated 29-7-60 and No. 27 dated 25-10-60 and letter No. 20/16/59-INV dated

17-2-1961. In addition to these instructions, effective use has also been made of the vigilance officers attached to each Circle to plug loop-holes and to take expeditious action with a view to preventing and reducing the incidence of frauds and losses, by assigning to them the following specific duties:

- (1) Personal attention to all fraud cases involving an amount of Rs. 2000/- or more and also such other complicated fraud cases as the Head of the Circle may wish to entrust him. This will ensure a high level watch on important fraud cases.
- (2) Monthly review in detail of a minimum of 75 fraud cases over 3 months old with a view to seeing that investigation is being carried on systematically and there is no delay in the initiation and finalisation of disciplinary proceedings.
- (3) Study of the quarterly complaint statements and analytical views with a view to visiting areas where the incidence of complaints is large and exploring ways and means of reducing the number.

(4) Surprise visits to at least 4 P.&T. Offices, including telephone exchanges, every month with a view to plugging all possible loop-holes for the commission of fraud or which may give rise to public complaints.

(5) Visits to Divisional Offices with a view to ensuring that disciplinary cases are handled properly and that there is no delay in their finalisation.

The above measures have resulted in reduction of the amount of loss suffered by the Department. During the year 1959-60 the total amount of defalcation and loss of public money is only Rs. 6.82 lakhs as against Rs. 9.80 lakhs registered during the year 1958-59.

[D.G.P.&T. U.O. No. 29-4/61-B, dated the 28th November, 1961]

Deterrent and swift action against staff responsible for fraud.

The appointment of Vigilance Officers as stated against serial 25 was one of the main measures adopted for ensuring quick and adequate disciplinary action. In addition, instructions had been issued from time to time vide this office letters Nos.

Deterrent and swift action may be taken against staff who are found responsible for frauds. The Committee were informed in this connection that the present procedure in regard to disciplinary proceedings stood in the way of expediting

decisions and that the Posts and Telegraphs Department had taken up this matter with the Ministry of Home Affairs. The Committee hope that it will be possible to evolve a satisfactory procedure which will make for expedition in such cases.

6/8/59-Disc. dated the 9-7-1959 and 13-1/60/Vig. dated the 15-6-1960 emphasising the need for prompt action. Instructions have also been issued emphasising the necessity for deterrent and prompt action in loss and fraud cases, in the Directorate letter No. 20/16/59-Inv. dated 17-2-61 addressed to all Heads of Circles.

Evolving of procedure to ensure expedition in disciplinary procedure.

In cases relating to fraud and corruption which are reported to the Special Police Establishment it has generally been seen that after a report is made, the S. P. E. authorities usually do not favour initiating or finalising disciplinary proceedings against the principal as well as the subsidiary offenders, till they have completed enquiries or the case is decided by a Court of Law. To overcome this difficulty, the question has been taken up by the Director-General demi-officially with the Special Secretary, Ministry of Home Affairs. The matter is still under

the consideration of the Ministry of Home Affairs.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

(Further information called for by the Committee)

The latest position may please be stated.

(L.S.S. O.M. No. 32-EC/61, dated 5-5-1962)

Since whenever a case is reported to the Special Police Establishment the Police authorities are usually not in favour of initiating or finalising disciplinary proceedings; the Ministry of Home Affairs was requested to issue definite instructions to ensure quickness in disciplinary proceedings.

The Ministry of Home Affairs have informed that the instructions in this regard will be incorporated in the Vigilance Manual now under compilation.

The Deputy Secretary (Vigilance), Ministry of Home Affairs in a recent meeting (19-6-62) suggested that the finalisation of disciplinary proceedings should not be held up on the requests from lower levels of the Special Police Establishment or State Police Authorities but that such cases should be taken up at higher level. Instructions have also been issued to all subordinate units to report to higher level the cases

where Special Police Establishment raise objections to the processing of departmental proceedings. The higher authorities will then take up the matter with the Inspector-General of Police or other corresponding authority for a final decision.

[D. G. P & T. U. O. No. 29-4/61-B dated 1-9-62]

The Committee expect that the consultations with the Central Board of Revenue regarding the procedure for the clearance of parcels through the Customs will be concluded soon and trust that the procedure in this regard will be streamlined and made less cumbersome.

There appear to be two main factors which account for the congestion of parcels in the Bombay Foreign, viz., (i) shortage of postal appraising Staff, and (ii) shortage of accommodation. The first appears to be mainly responsible for the congestion since a lot of clerical work has to be done in expediting the correspondence with the addressees. If the appraising staff is adequately strengthened, they would be able to clear more parcels thus releasing the space now unnecessarily occupied for the storage of these parcels.

2. These facts were communicated to the Central Board of Revenue in our

letters dated 3-12-60 and 3-2-1961. We promised to release more accommodation to the Customs and on their part, we requested them to increase the postal appraising staff adequately. A suggestion to hold a joint meeting in this regard, if necessary, between this Department and the Central Board of Revenue was also made by the Director (Mails) in the Customs and Central Excise Council held on the 27th and 28th January, 1961. The Central Board of Revenue have since intimated that additional posts of principal Appraisers, Appraisers and Examiners for the Bombay Customs House as a whole have been sanctioned and the question of earmarking some of these posts for the postal appraising section is being considered.

3. As regards the second point, viz., paucity of accommodation in the Bombay Foreign Post Office, efforts are under way to remedy the situation. There is a proposal to construct a new multi-storeyed building in the G.P.O. compound which would make available an area of about 96,000 sq. ft. as against the present justified accommodation of

95,000 sq. ft. for the Bombay Foreign Post Office. The project is likely to commence shortly and on its completion, the situation will improve considerably.

4. In the meantime, some *ad hoc* arrangements for releasing space for the postal appraising staff have been thought of. The postal appraising wing in respect of the Letter Mail Articles along with the Shipping Department consisting of about 8 clerks at present located in the Irwin House, Bombay, is proposed to be shifted to the Swadeshi Mill compound at Charni Road where the Letter Mail Department is situated. This would simultaneously render the Letter Mail Department in the Swadeshi Mill Compound a compact Unit. The space thus released in the Irwin House can well be utilised for the use of the Postal Appraising Unit as well as for one or two waiting rooms for the public. The Director, Foreign Post, Bombay has got in touch with the Deputy Collector of Customs, Bombay for the necessary arrangements,

As regards stream-lining the procedure for customs examination, this is entirely within the purview of the Central Board of Revenue as already pointed out to the Estimates Committee. It is, however, understood that a committee set up by the Customs authorities has gone into the question and appropriate action is being taken by them.

[D. G. P. & T. U. O. No. 29th May, 1961—dated 28-11-1961.]

At an inter-departmental Conference of the representatives of the Board and the P&T Department held on the 21st November, 1961, it was decided to set up a Committee of Enquiry consisting of Director of Inspection (Customs & Central Excise) and Deputy Director-General Posts & Telegraphs to undertake joint investigation into the causes of delay and examine the working procedures at different Foreign Post Offices. The existing procedures will be further reviewed and streamlined in the light of findings of the said committee of Enquiry.

2. Meanwhile with a view to reducing the period of detention of post parcels in the Foreign Post Offices

and relieve congestion thereat, the following measures have been taken:—

(i) Extra Customs staff of 2 Appraisers and 4 Examiners has been posted in the Foreign Post Office at Bombay.

(ii) In order to cut down the minimum period of detention of post parcels, instructions have been issued to the Collectors-in-charge of foreign post offices that it may be specifically provided in the "Notice of Arrival" that in case the required documents are not produced by the addressee by the stipulated date, the post parcels would either be confiscated or returned to the place of origin as may be admissible under the rules and regulations without further notice. The question of reducing the period of "notice" to the addressee for producing documents, from 28 days to 14 days is also being considered in consultation with the Custom Houses.

(iii) As quicker disposal is possible through direct access of the

addressees to the assessing officers, arrangements have been made at Bombay and Calcutta for doing the assessment work on counters which are accessible to the public. This arrangement has been extended to Madras and will be extended to Delhi on the necessary furniture etc. being furnished by the P & T Department.

(iv) Powers have been delegated to the Principal Postal Appraisers to adjudicate cases involving contravention, so as to expedite the process of clearance.

(v) The value-limits of Rs. 10/- and Rs. 50/- for import without a licence of gift parcels from Asian and non-Asian countries respectively as provided in Clause 11(g) of the Import Trade Control Order have been temporarily liberalised to ease congestion in different foreign post offices. The question of fixing new monetary limits in the light of existing circumstances in the case of imports of gift parcels is under consideration.

[Ministry of Finance O.M. No. 15/6/62-Cus VII dated 2-4-1962].

29 59

The Committee recommends that a study may be made of the methods of stacking parcels in the Foreign Post Offices with a view to making it more systematic and to utilise the available space to the best advantage. They recommend that continuous efforts should be made to improve the efficiency of Foreign Post Offices and in this context suggest that a study of working of Foreign Post Offices in more advanced countries would prove useful.

There are at present five major offices of exchange where parcel mail is dealt with, namely, Bombay, Madras, Delhi, Calcutta and Madurai. Action has since been initiated in the Bombay Foreign to improve the existing stacking arrangements. There are already 3 strong rooms for storing ordinary parcels and one for insured parcels. In view of the large number of detained foreign parcels, about 4,000 parcels have been closed in bags and stored in the basement. An indent has been placed for supply of 175 steel racks at a cost of Rs. 20,000. On receipt of these racks, these parcels will be taken out from the bags and stored on the racks.

2. Efforts are also being made to improve the situation in other Exchange Offices. In Madras Foreign there are at present 3 strong rooms for ordinary parcels and one for insured parcels. The arrangements are generally satisfactory except during X-mas when a large number

of parcels are received. A proposal is, therefore under consideration to supply a few more cupboards with steel mesh to Madras Foreign so that no difficulty would be experienced even during X-mas. In Delhi Foreign, a temporary tin shed was constructed in 1938 for accommodating a large number of parcels. This has recently been replaced by a 'pucca' construction to ensure greater protection to such parcels. In the Calcutta office of Exchange, however, there is still some paucity of accommodation and efforts are being made to find a solution to the same. The situation is quite satisfactory in Madurai Exchange Office.

3. In this connection, it may also be pointed out that the problem of shortage of accommodation is primarily due to the time taken in the release of the parcels by the Customs authorities. The Central Board of Revenue has, therefore, been approached to increase the strength of the postal appraising staff adequately so as to clear the parcels within a reasonable time.

4. As regards the suggestion to institute a study of the methods of

stacking prevalent in foreign countries, the details from the U.K. Postal Administration have been called for. When the details are received, a study will be made, if necessary, by calling for details from other countries and further if necessary, by deputing an officer to make a study of the problem in the more advanced administrations.

[D. G. P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

[Further information called for by the committee].

The latest position may please be stated.

[L.S.S. O.M. No. 32-EC/61, dated the 5th May, 1962].

The details of the stacking arrangements in United Kingdom have been obtained and the relevant extracts forwarded to the Postmasters General Bombay/Madras/Calcutta/Director of Postal Services, New Delhi for their views on the relative merits of the existing arrangements in their offices *vis-a-vis* those in the British Postal Administration. Replies from the Postmasters-General, Bombay/Madras/Calcutta have been received. The reply from the Director Postal Services, New Delhi is still awaited. He has been remind-

ed demi-officially for expediting the report. As soon as his reply is received, the question will be considered, again in details to see whether the arrangements can be improved to accommodate the inward foreign parcels.

[D. G. P., & T. U. O. No. 29-4/61-B, dated the 20th June, 1962].

In continuation of Government's earlier reply with reference to Lok Sabha Secretariat O.M. No. 32-EC/61 dated 5th May, 1962, it is stated that as the U.K. System of stacking parcels was not viewed very favourably by most of the officers in charge of foreign Post Offices and a Joint Enquiry Committee was set up for examining the work of the foreign post offices, it was decided to place the whole matter before this Joint Enquiry Committee consisting of the representatives from the P.&T. and the Central Board of Revenue to look into this matter. The Committee was furnished with a copy of the recommendations of the Estimates Committee and the arrangements followed in U.K. and the procedure followed in various foreign post offices. The Committee

went into this matter and in paras 27-32 of their report they have discussed this matter. The following in brief are the recommendations of the Committee:—

(i) Half-yearly series used by the Post Offices for assigning local parcel numbers should be in separate blocks for Surface, Insured and Air Parcels and that a further country-wise sub-division of these block numbers should be made in the surface group, at least in the case of these countries from which the receipt of parcels is very heavy.

(ii) The parcels should be stored in different strong rooms according to the countries from which they originate.

(iii) The parcels should be stacked serially according to the local parcel numbers.

The recommendation of the Committee was examined and it was decided to accept their recommendation so far as numbering of parcels was concerned. With regard to stacking of parcels, it has been decided to try

the system recommended by the Committee in Calcutta and the system followed in the British Post Offices in Bombay Foreign to assess the relative advantages and disadvantages of the two systems. It has been felt that the British system could be more helpful in our country where there is a shortage of accommodation. It is proposed to introduce one of these systems in all the foreign post offices as soon as reports about the working of the two systems are received in this office.

[D. G. P. & T. U.O. No. 29-4/61-B, dated 7th February, 1963].

The Committee hope that the vacancy of the post in the Universal Postal Union till recently held by an Indian national would soon be filled up by another Indian national.

At present the International Bureau of the Universal Postal Union has got no vacancy to be filled in the superior services, in which cadres only foreigners can be recruited. There is however, a prospect of some vacancies occurring later. Nominations of two Indian Postal Officers for the post of a First Secretary in the International Bureau have therefore, been forwarded through diplomatic channels.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 24-3-1962].

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87

The Committee feel that the Director R.M.S. in the Directorate should be relieved of his extra duties so that he could devote full attention to the problems relating to R.M.S. It would also enable him to do the necessary touring so as to gain first hand knowledge of R.M.S. problems.

The question as to whom the non-R.M.S. work at present handled by the Director, R.M.S. (now Director Mails) can be distributed so that he could devote full attention to the problems relating to R.M.S. is under examination. The O&M work of the Directorate dealt with by the Director (M) has already been transferred to Director Postal Technical w.e.f. 15th October, 1961.

(Further information called for by the Committee).

Latest position may please be stated.
 (L.S.S. O.M. No. 32-EC/61 dated 5-5-1962).

82

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 27th December, 1961].

The question of enabling the Director R.M.S. now Director (Mails) to devote full attention to the problems relating to R.M.S. had been under examination. He had already been relieved of the O. & M. work. Steps have been further taken to relieve him from the Postal Planning work, on the Establishment of a Postal Research Centre in the P & T. Directorate. The proposal has since been approved by the Postal Sub-Board and the question of the creation of the post referred

to the Minister Transport and Communications for his approval. On creation of this post, the Director (Mail) will be relieved of his non-R.M.S. duties altogether.

In continuation of Government's earlier reply it stated that the Director (Mails) has since been relieved of his non-R.M.S. duties altogether to enable him to devote full attention to the problems relating to R.M.S.

[D. G. P. & T. U.O. No. 29-4/61-B, dated 2nd March, 1963].

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 10th August, 1962].

The Committee hope that the P. & T. Directorate will take all steps necessary to build up adequate man-power with sufficient technical training to man the R.M.S. branch. It is advisable that only officers with adequate R.M.S. experience are appointed to look after R.M.S. work in the Circles. In this connection the Committee were glad to know that the Indian Postal Service recruits would also be given training in R.M.S. work. Special emphasis may be laid during this training on their acquiring practical

Instructions have since been issued that Class II Officers should not be posted in charge of an R.M.S. Division unless they have previously worked as Inspectors of R.M.S. or have already worked as Supdt. R.M.S. for at least two years. If for any reason a departure is sought to be made from this principle, the head of the Circles should obtain the orders of the Directorate.

2. So far as Indian Postal Service recruits are concerned, arrangements have been made not only to give them training in R.M.S. work during

experience of the working of the R.M.S.

the probationary period but also to actually post them for a period in-charge of an R.M.S. Division after the period of probation so that they acquire a thorough practical ex-perience of the working of R.M.S. [D. G. P. & T. U. O. No. 29-4/61-B, dated 18th January, 1962].

43 95

The Committee have seen that earlier instructions in regard to the issue and printing of Sorting Lists have not been given effect to and hope that the recommendations of the R.M.S. Committee will be speedily implemented.

Instructions issued in the past have been reiterated in this office letter of even No. dated 2-5-61, copy enclosed (See Appendix V).

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[D. G. P. & T. U. O. No. 29-4/61-B dated the 28th November, 1961].

44 97

The Committee recommend that the Regional Directors appointed for R.M.S. work may take special care to ensure that in all the R.M.S. sections, the sorting Lists are revis-ed regularly and are maintained in a proper way in accordance with instructions. Any lapses in this regard may be seriously taken up.

The Committee recommend that where new furniture is supplied in R.M.S. offices either for the first time or in replacement of old furniture, it should be ensured that the standard approved designs are adhered to. Inspection staff may be asked to specially check this. It may also be ensured that every R.M.S. office has the minimum requirements of furniture.

Effective supervision should be ensured with a view to improving sorting arrangements. Random sample checking may be carried out to ensure that sorting is being done correctly. Similarly, post offices might be asked to report about postal articles wrongly sent to them. When defects or wilful negligence of duty is noticed, effective action may be taken.

Noted. Heads of Circle have been addressed to implement the recommendations made by the Estimates Committee.

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 28th November, 1961].

Recommendations of the Committees are noted. Necessary instructions have been issued to all concerned vide letter No. 16-1/61-D dated 3-5-61 (See Appendix VI).

Instructions have also been issued from time to time to check delays and missendings in a systematic manner.

The post offices are even now required to report missendings in an error extract to the Supervising Officer concerned. The Heads of Circles have been enjoined to see that this work does not become merely a matter of routine and formality and effective action is taken to set the matters right. The Heads of Circles have been asked to issue suitable instructions in the matter.

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 28th November, 1961].

The Committee feel that a comparative study might usefully be made of the advantages of the system of centralised and decentralised sorting as they exist in various towns and cities today. It might also be advantageous to study the practice followed by other countries and adopt improved methods in vogue there.

The Recommendations of the Committee have been noted.

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 28th November, 1961].

In accordance with the recommendations of the Estimates Committee, a comparative study of the advantages of the system of centralised and decentralised sorting was undertaken. It revealed that no uniform system has been adopted in the larger cities of the Country. In Bombay, U.P., Punjab and West Bengal Circles, centralised sorting is resorted to in big cities situated at Junction Stations; while, in other Circles, a sort of mixed system is prevalent. Generally, in cities situated at Junction Stations where mail trains pass in the night or in the evening, centralised sorting is very advantageous as it is given specialised treatment by trained hands thus eliminating the chances of mis-sending and mis-routing of articles to a large extent. By centralising sorting work in mail offices, it is possible to reduce work in sorting sections, and to keep down their

establishment to the barest minimum thereby reducing the number of bags use daily and conserving mail van accommodation.

Actually, the pattern of sorting depends upon local conditions and no hard and fast rules can be laid down. At stations where mail trains pass in the day time, centralised sorting involves curtailment of the facility of latest hours of posting as the letter boxes have to be cleared well in advance so that the postings can be taken in good time to the sorting offices for disposal. Sorting work has been concentrated partly in mail offices and partly in the respective post offices according to the most advantageous arrangements that can be made to give the maximum facilities to the public and adequate time to the P. & T. Staff to dispose of the letter box collections.

As regards the facility for the postmasters of local offices for looking directly into the complaints of loss and mis-despatch of articles, it may be stated that the machinery available to the post office for the detection of delay to unregistered articles is available to the R.M.S.

also. As a matter of fact there is nothing to prevent the Local Postal Staff from keeping liaison with their counterparts in the R.M.S. in case of service failures.

The system obtaining in some of the advanced foreign countries like U.K., Netherlands and Switzerland has also been studied and it has been found in those countries also, centralised sorting is resorted to. A comparative study of both the systems indicates that in the larger cities centralised sorting has definite advantages and is more economical and efficient but much depends on local conditions and hence there can be no rigidity on this point.

[D. G. P. & T. U. O. No. 29-22/61-B,
(III) dated 15th February, 1962.]

The Committee suggest that speedier methods of collection of letters from letter boxes may be introduced wherever possible. The use of cycles in rural areas and motor cycles or scooters in towns and cities should be encouraged. Efforts may also be made to increase the frequency of clearance of mails from letter boxes.

The use of motor cycles or scooters for clearance of letter boxes in certain large towns, where we have a mail motor organisation and mechanical staff to maintain those machines is available, is being considered.

2. The hours of clearance of letter boxes are fixed after taking into account the timings of despatch of mails from the post office which in turn, are related to the departure timings of road, rail, or air services. The Superintendents of Post Offices and Postmasters review the hours of clearance of letter boxes and the frequency of clearance periodically, particularly when there is a change in the hours of arrival or departure of road, rail, or air services. Instructions have, however, been issued to Heads of Circles to increase the number of letter boxes and the frequency of clearance of mails, wherever justified and possible.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 28th November, 1961].

In continuation of Government's earlier reply it is stated that necessary instructions have issued for the utilisation of motor cycles and

scooters where this will expedite clearance of letter boxes.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 16-2-63].

49 104

One effective means of publicity for encouraging the use of delivery zone numbers might be to indicate the Zone number in the Delivery Stamp with the request to the addressee that he may ask his correspondents to indicate that Zone number invariably.

With a view to facilitating sorting and thereby improving efficiency, the system of having delivery zones numbered was introduced long ago. This system has been in operation in practically all the major cities of the country. Instructions have been issued from time to time to adopt certain measures to popularise this Zonal Delivery Scheme. The response from the public is, however, not very encouraging. Efforts are being continued to popularise the scheme. It is considered that apart from the measures already adopted, if the business houses and important mailers, particularly those who have taken franking machines, are supplied with copies of Town Delivery Sorting Lists, and requested to note invariably the Zonal numbers on the correspondence posted by them, the position is likely to improve. This has been adopted as an experimental measure in the four big cities, Delhi,

Calcutta, Bombay and Madras, by giving free copies of T.D. lists of these four cities to important mailers. This measure has been appreciated by the mailers.

Necessary instructions have been issued to Circles to take more effective steps to give greater publicity to the Zonal Delivery Scheme and to introduce a Delivery stamp, as suggested by the Estimates Committee, in all places where the Zonal Delivery System is in vogue.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 28th November, 1961.]

3

The recommendation of the Committee has been noted. Generally the time table meetings are held at Divisional level and in case of difference on important changes, the cases are also discussed at Circle level with the representatives of the General Manager of the Railway concerned. The Railway do not, however, always agree to the proposals of the P. & T. Department for reasons best known to them. The recommendation has also been brought to the notice of the Railway Board.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 24th March, 1962.]

The Committee hope that the problem of proper co-ordination between the RMS and the Railways will be given closer attention both by the Railway Board and the P. & T. Directorate. There should be the fullest consultation between the Railway and R.M.S. authorities especially in matters affecting changes in timings of trains which carry mail.

51 111

The Committee hope that the P. & T. Directorate will bring to the direct notice of the Railway Board all cases where the Railway Administrations have not been adhering to the agreement relating to the construction of accommodation for the R.M.S. in Railway buildings in letter and spirit or where difficulties have not been resolved at the Divisional or Zonal level. There should be close liaison between the Directorate and the Railway Board in this matter.

52

112

The Committee suggest that it might be desirable to assess the overall requirements of the R.M.S. in regard to accommodation at Railway stations and request the Railway Board to chalk out a phased programme for its implementation.

53

114

The Committee feel that it might be worth while to undertake a study of mail van accommodation especially in the South to assess its adequacy or otherwise, and to prepare a phased programme in consultation with the Railway both for the provision of additional vans and for replacement of old vans.

The recommendations of the Committee have been noted.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 28th November, 1961.]

The recommendations of the Committee have been noted.

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 28th November, 1961]

Out of the 100 more mail vans under construction 29 (M.G.) mail vans of different types have been constructed by the Southern Railway and supplied to the different Railways which include six M. G. full bogie mail vans (four supplied to Southern Railway and two to Western Railway). The Railway Board

have further agreed to construct 21 B.G., 14 M.G. and 4 N.G. mail vans against 1962-63 Rolling Stock Programme after some formalities have been mutually agreed to by both the Departments. As regards the adequacy of mail van accommodation in the South, the Regional Director R.M.S. Madras has since been addressed to examine the question of additional accommodation for the sections and furnish full justification for approval of this office so that the number of additional mail vans with enhanced accommodation on replacement or an additional account may be included in our final requirement of mail vans for the IIIrd Plan Period.

[D.G.P. & T. U.O. No. 29-4/61-B dated the 28th November, 1962].

Improvements effected in mail vans in Western countries could be profitably studied and adapted with necessary variations to suit local needs. Suitable furniture, healthy conditions of work, ventilation, lighting and provision of basic amenities like drinking water etc. for staff should be given particular attention. Wherever possible and

within the funds available, it might be desirable to introduce some cooling arrangements in the vans, especially in the trains passing through areas where the temperature rises very high.

ventilations, light points with double bulbs, more pigeon holes, head lights on the doors, seats with back rests, water containers for drinking water and heating arrangements for warming up meals are being provided. The question of Air Conditioning the mail vans on two Trunk routes passing through the hottest regions has already been taken up with the Railway Board.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 27th December, 1961.]

The Committee recommend that the question of reduction of the variety of bags for accounting purposes should also be considered while revising the system of bag Accounts.

125

58

In future only canvas bags and blue air mail bags would be issued in three sizes each for use in the Department. They are as under:—

Size No.	Description	Measurements.
C-1	Jute unproofed canvas	48" x 17" x 17"
C-2	—do—	42" x 17" x 17"
C-3	—do—	32" x 14" x 14"
AM-1	Blue Air Mail bags	32" x 14" x 14"
AM-2	—do—	28" x 18"
AM-3	—do—	16" x 10½"

2. A new kind of bag of the size 16" x 10½" of deep red colour with a black strip across the bag horizontally will be introduced. This bag will be used for closing E. D. articles.

3. In addition to these varieties of bags there will be some special varieties of bags for specific purposes but not for closing of mails e.g.

(a) Red bags for use as account bags.

(b) Green bags for use as cash bags.

[D.G.P.&T. U.O. No. 29-4/61-B, dated 27th December, 1961.]

C. 112th Report

Serial No.	Reference	Summary of	Recommendation/Conclusion	Reply of the Government
1	2	15	3	4
as in Appendix 'X' of the 112th Report	to paragraph No. of the Report	The Committee further suggest that the Department may impress upon the various circles/telephone districts the desirability of initiating early action for acquisition of sites for telephone exchanges proposed to be constructed in the Third Plan so that work thereon can be completed within the target period.	The Committee further suggest that A revised procedure for acquisition of land as a separate project has been introduced with effect from 8th July, 1960. The programme of automatic exchanges for the Third Plan has also been drawn up and Heads of Circles have been requested to take up expeditious action, vide letter No. 21-16/59 TP Coll. II dated 27th September, 1960. (See Appendix VII).	[D.G.P. & T. U.O. No. 29-5/61-B, dated 25 October, 1961].
18		The Committee need hardly stress that economy in time in the execution of a project is no less important than economy in direct financial terms. They are of the view that suitable directives need to be issued by the Department to all circles/Telephone districts in order to	Recommendations have been noted. Action is being taken to have a periodical review at quarterly intervals of the progress of projects costing more than Rs. 10 lakhs.	[D.G.P.&T. U.O. No. 29th May, 1961-B, dated the 25th October, 1961].

achieve minimum savings in the time taken in completing projects which are potential revenue earners. They also suggest that quarterly reports of the progress made in the execution of the projects may be called for and examined in the Directorate with a view to remove the difficulties, if any, expeditiously.

31

The Committee see no reasons why a lower deposit of Rs. 1000 should be prescribed for Kanpur under the O.Y.T. Scheme.

The O.Y.T. deposit at Kanpur has been enhanced from Rs. 1,000 to Rs. 2,000 with effect from 1st December, 1961 for applicants who apply on or after this date.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 27th December, 1961].

8

In view of the heavy demand for telephones and the shortage of equipment the Committee recommend that the Department should endeavour to put an appreciable percentage of residential subscribers on the party line system within the Third Plan period. As an immediate step in this direction, the facility needs to be widely publicised in order to make it acceptable to the people.

37

The shared service facility does not result in saving of exchange equipment. The same amount of main exchange equipment is required in the exchange for two subscribers on shared service scheme, as would be required for two independent subscribers. In addition the special equipment for shared service facility is required both in the exchange as well as at the subscribers premises. Under the circumstances,

the additional use of the shared service scheme is dependent upon the availability of the exchange equipment.

2. The main advantage of the scheme is in reducing the requirement of cable pairs. On the other hand, shared service is limited for utilisation only on lightly used telephones. Experience in India shows that even with the rebate allowed for this service, the scheme is not popular with the subscribers except where connection for these types of subscribers are given on priority. Even there as soon as their normal turn comes, they elect to go on an independent telephone basis.

3. M/s Indian Telephone Industries have programmed for the manufacture of these relay sets. As these become available, they will be introduced for use in different areas. Publicity will also be arranged in parallel with the supplies.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 9th February, 1962.]

The Committee suggest that the Department should endeavour to open adequate number of public call offices, preferably of the attended type, since in their case, the minimum amount of revenue is guaranteed and the safe custody of instruments assured.

It is policy of the Department to open larger number of P. C. Os. Instructions had been issued in 1959 to instal in large numbers Public Call Offices at private premises. The opening of new public call offices has however been restricted due to inadequate exchange capacity and also due to shortage of coin collecting boxes. Instructions have now been issued that in cases exchange capacity is available a higher priority should be given for opening of Public Call Offices at private premises in message rate areas where they can be made use of by the general public and where the attendant opts to take ordinary telephone instruments and recover the charges in cash.

A copy of the detailed instructions issued to the Heads of Circles and Telephone Districts is attached. (See Appendix VIII).

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 3rd January, 1962].

The Committee hope that before manufacturing on a large scale, the compact coin collecting instruments developed by the Bombay Telephone Workshops, it will be ensured that

A new design is being evolved. It is hoped that the new coin box will be as foolproof as possible.

[D.G.P.&T. U.O. No. 29-4/61-B, dated, the 3rd January, 1962].

the new instrument is as fool-proof as possible against tampering.

16 47
 The Committee are of the view that further liberalisation of the policy in regard to the provision of telephone facility in the rural and remote areas is called for in the Third Plan. They recommend that public call offices should, in the first instance, be opened in all places where they are likely to run on no-loss basis. To this end, a survey may be taken up and a phased programme prepared accordingly.

In continuation of Government's reply it is stated that there is no complete design of the coin collecting box but certain modifications in the electrical circuit arrangement and mechanical design on the post-payment type of coin box now in use have been worked out and a proto-type with these modifications has been manufactured by the Bombay Telephone Workshop. Arrangements are being made for carrying but extensive field trials on these units. It will be ensured that the modified instrument is introduced only after satisfactory completion of the trials [D. G. P. & T. U. O. No. 29-5/61-B, dated the 12th February, 1963].

The Department's policy has always been to sanction proposals for opening PCOs at places wherever no loss is involved. The survey of such places is taken up from time to time for the sanction of such proposals. As regard, further liberalisation

Being the nerve centres of the country in the political, administrative and commercial fields, the Committee would urge the Department not to relax the efforts to meet the need for telephones in the four Telephone Districts. The Department should aim at expanding the exchange capacity to an extent where it might be able to provide telephone 'on demand'. Although it may not be possible to achieve this objective within the Third Plan period, the Committee would yet suggest that perspective plans may be prepared with a view to meet the demand in full within a stipulated period.

the policy, the Committee's observations have been noted.

[D.G.P.&T. U.O. No. 29th May, 1961-B, dated the 25th October, 1961].

At present, the Department has allocated about half the total resources available with the Department to four Telephone Districts for expansion of telephone facilities. The long-term objective of the Department is to provide sufficient exchange capacities, so that it is possible to provide telephones on demand. But this is a long term objective and unless the total resources—material, financial and in manpower—are increased manifold, the objective is not likely to be realised within the next few years. The proposals for setting up additional factories for cables and automatic exchange equipment are already under consideration.

2. Long term requirements of the four Districts have already been assessed and schemes are progressively prepared for meeting the requirements, subject to availability of resources.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

The matter is under consideration and a revised procedure is likely to be finalised in a few month's time.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 6th July, 1962]

19 61

The Committee suggest that the overdue reform of having complaints statistics regarding telephone on a uniform basis, may be given effect to expeditiously.

20 62

The percentage of complaints about telephone in India, particularly in Bombay and Madras, is very much on the high side. The Committee suggest that the Department should look into the matter and take effective steps to reduce the number of complaints.

10

In continuation of Government's earlier reply it is stated that the question of standardising the collection, compilation and submission of statistics regarding complaints about telephone services on uniform basis is under consideration. Data for prescribing a uniform procedure in all telephone systems in India have been collected. A suitable scheme is expected to be finalised shortly.

In continuation of Government's earlier reply it is stated that the reasons for large number of complaints about telephones in India have been investigated. It was observed that the majority of complaints was due to congestion and overloading of the various exchanges. With the opening of new telephone exchanges and expansion of existing ones, it has been possible to effect a gradual improvement in the number of com-

plaints. Effective steps have also been taken by the Telephone Districts and P. & T., Circles for reducing the incidence of complaints. The average number of complaints per subscriber in 1960-61 was considerably less than in 1959-60. Various measures such as mechanised system of maintenance of local telephone systems, replacement of overhead lines by underground cables, etc. are also being implemented for improving the efficiency of telephone systems and for bringing down the number of telephone complaints still further.

[D.G.P. & T. U.O. No. 29-5/61-B, dated the 12th February, 1963].

105

The Committee suggest that early steps be taken by the Department to introduce metering in all automatic and manual exchanges of a capacity of 300 lines and above within the Third Plan period.

The suggestion of the Committee has been noted.

The present position regarding metering of manual exchanges is given below:—

So far 27 Manual exchanges having an equipped capacity of 23,490 lines have been converted to metering. Out of this 9 exchanges having an equipped capacity of 5,710 lines were metered after

1st March, 1960. Approval has been accorded for the conversion of another 42 exchanges having an equipped capacity of over 25,000 lines. It is hoped that this programme will be completed by the end of 62-63.

On completion of this programme, there will be 54 exchanges (excluding those due for conversion to auto) having an equipped capacity of approximately 20,000 lines, which will need conversion according to our present policy. These will also be taken up progressively.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 27th December, 1961].

21 89

The Committee suggest that telephone exchanges or public call offices with extensions may be provided in all the remaining district headquarter towns as expeditiously as possible.

The recommendation has been noted and steps will be taken to provide telephone exchanges or P. C. Os. with extensions at the remaining district headquarter towns as early as possible.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

23 70

The Committee would suggest a speedy review of the number of telephone

Noted. The recommendations of the Committee have been brought to the

connections on Central Government account in Delhi to see that they are fully justified and that further expansion is limited to what is absolutely necessary.

24 72

The Committee recommend that the policy of opening public call offices may be linked up with the objective of expansion of trunk telephone service and trunk public call offices provided wherever feasible.

notice of all the Ministries and other offices of the Government.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

In addition to opening P. C. Os. which do not involve any loss, the Department has also proposed, as a matter of policy, to open P. C. Os. at sub-divisional and tehsil stations and also at some 'out-of-the-way' places i.e., places far from the existing net work. These steps are intended to extend the trunk net-work more and more into undeveloped areas as early as possible and thereby reduce the distance from any place to the nearest available P. C. O. The policy relating to opening of P.C.Os. is thus already linked up with the long term objective.

25 77

The average time of one hour in the maturing of an ordinary call and half an hour in the case of an urgent call indicates the enormous leeway that has to be made up if the trunk service has to keep up with interna-

[D.G.P.&T. U.O. No. 29-4/61-B, dated the 3rd January, 1961].

The traffic has increased several fold without corresponding increase in the number of trunk channels. The Department is, however, making continuous efforts to improve the situation and to catch up with the

tional standards of providing service 'on demand.'

rapidly rising trunk traffic in the country. A large number of trunk circuits are being provided to interconnect all the major trunk exchanges through provision of underground co-axial cables and through microwave wireless links.

The provision of the cables apart from making available a large number of circuits in blocks between trunk exchanges will at the same time provide trouble-free service due to the fact that such circuits when provided in cables are much more stable than those provided on overhead wires, which have so far been the backbone for the trunk communication in the country.

Improvements are being made to equipment available in trunk exchanges in order to reduce operating effort and to increase the output trunk position. The introduction of such measures in combination with the introduction of facilities such as

trunk dialling, will gradually reduce the strain under which trunk exchanges are at present labouring.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

The trunk service to Jammu & Kashmir was subject to frequent interruption during the last year due to the fact that the communication depended on the working of a single overhead alignment to Jammu and Kashmir. This route was passing through difficult terrain and was peculiarly vulnerable to climatic conditions and to various natural events which could not be guarded against any such as snow, land-slides, floods etc. In order to provide a parallel service over which communication could be maintained for Jammu & Kashmir a wireless telephone and teleprinter service has been opened between Delhi and Srinagar.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

The revised target date of 1963 for the completion of the sanctioned Coaxial Cable Project was based on the proposed production programme

The Committee suggest that the Department should make adequate arrangements for speedy restoration of communications between the State of Jammu and Kashmir and the rest of the country in the event of breakdowns due to snow, landslides, floods etc. as also take steps to improve the quality of the service. In view of the location of the area, the importance of an efficient service needs no special emphasis.

The Committee hope that the target date (viz., 1963) set for the completion of the Coaxial Cable project will be adhered to.

of M/s Hindustan Cables Limited. As per the programme of M/s Hindustan Cables Limited, they were to supply approximately 200 miles of cables in 60-61 and 600 miles yearly thereafter. However, there have been initial manufacturing difficulties in the factory and the supply of cables so far has not been up to expectations. It is understood that M/s Hindustan Cables Ltd. are taking action to stabilize production as well as to increase the rate of production.

Action has also been taken by the Department to arrange for import to supplement the supplies from HCL, if need be. To this end a request has been made for the release of necessary foreign exchange. If the materials arrive in time whether from HCL or by import, effort would be made to see that the target date of 1963 is adhered to.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee recommend that the Department may endeavour to introduce coaxial cable transmission to as many principal towns as possible in the Third Plan so that full advantage is derived from the Project and the benefit of improved telephone service is widespread. The capacity of the Hindustan Cables Ltd. to manufacture coaxial cable to meet these requirements may be suitably augmented, if need be.

During the Third Five Year Plan it is proposed to extend the coaxial cables to other principal cities. As per this plan, it is proposed to add approximately 2,000 miles of coaxial cables including a major link connecting Bombay-Bangalore-Madras-Tiruchirapalli-Coimbatore.

Messrs. Hindustan Cables Limited have been informed of our requirements and it is understood that they are taking action to increase their production capacity suitably.

[D.G.P.&T. U.O. No. 29-4/61-B, dated the 25th October, 1961].

31 91

Since the reorganisation of the trunk exchange system is linked up with the coaxial cable project, the Committee suggest that studies of traffic trends should be completed expeditiously so that the work may be completed within the Third Five Year Plan.

This study is constantly made and the details of traffic originating from every exchange in the country have been obtained. The provision of adequate number of circuits for the traffic needs is made according to the availability of funds.

[D.G.P.&T. U.O. No. 29-4/61-B, dated the 25th October, 1961].

32 94

The Committee suggest that since the main coaxial project is expected to be completed by 1963, the produc-

Necessary steps for production of the requisite number of trunk boards for the coaxial cable and other open

tion of trunk boards in the P. & T. Workshops should be stepped up speedily to meet the requirements of the Department.

wire carrier schemes are being taken by the Workshops.

(D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961).

The Committee suggest that the trunk assistance service at present in operation in Delhi and Calcutta may be provided in Bombay and Madras trunk exchanges also, as early as possible.

The Trunk Assistance Service, both at Delhi and Calcutta, is working on a non-revertive basis, the subscribers being asked to "Hold on", whilst the information is collected. The Service both at Bombay and Madras is revertive and caller has to replace his telephone and await a ring back, later from the exchange, when the information is available.

We have since issued orders abolishing revertive services at Bombay and Madras so that the procedure will line up with that at Calcutta and Delhi.

(D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961).

The Committee suggest that tape recorders may be installed in the big trunk exchanges and surprise checks

A scheme was drawn up for the installation of Tape Recorders in the 4 large Trunk Exchanges at

on the performance of the operators intensified.

Bombay, Calcutta, Delhi and Madras for observation and training purposes. Tape recorders have been received very recently and at Bombay extensive use is already being made for taking records of the operators' performance on the Positions, observing operational efficiency and taking corrective action on the operational errors being detected as well for check against *malafide* practices. The three other Telephone Districts are also taking steps to bring Tape Recorders in use for similar purposes. Based on the experience gained in the 4 Telephone Districts orders will be issued for the installation of Tape Recorders in other large Telephone units in the country.

[D. G. P. & T. U. O. No. 29-4/61-B dated the 25th October, 1961].

The Committee suggest that all the large trunk exchanges may be expeditiously provided with automatic trunk timing indicators and call queueing equipment.

Arrangements for providing trunk time indicators in all the large trunk exchanges have already been made. About 1,000 trunk time indicators have been supplied by M/s I. T. I. out of a total of about 3,000 ordered with them. Action is being taken to get these fitted on the trunk boards. In the initial stages these

will be provided on the trunk positions in use in Bombay, Calcutta, Delhi and Madras.

Call queuing equipment for most of the large trunk exchanges have been ordered on M/s. L. T. I. and these are also being installed progressively.

[D.G.P.&T. U.O. No. 29-3/61-B, dated the 25th October, 1961].

The Committee suggest that a survey of building requirements of trunk exchanges all over the country may be taken up and a phased programme of housing them properly be drawn up to be implemented early.

A survey of building requirements for trunk exchanges has already been undertaken and based on this survey the question of putting up new buildings for accommodating trunk exchanges with a generous provision of space for the operative and maintenance staff has been taken up in a number of cases. In some cases the construction of the new buildings has already been completed and the trunk exchanges are in the process of shifting to the new premises.

[D.G.P.&T. U.O. No. 29-11/61-B, dated the 25th October, 1961].

The Committee further suggest that in view of the lower recurring cost that will result, the question of laying down a cheaper and rational tariff structure for dialled trunk calls may be examined.

The first route on which the subscriber trunk dialling facility was introduced was between Lucknow and Kanpur. On this occasion, the tariff for subscriber dialling was fixed at Rs. 0.75nP. approximately for 3 minutes call, which gave a reduction of about 35% on the rate of Rs. 1.20 nP. for a trunk call between these 2 stations when handled manually. The next route on which S.T.D. facility is to be introduced is between Delhi and Agra. For calls between these places the tariff for dial trunk calls has been fixed as Rs. 1.50 nP. for a 3 minute call. Here again a reduction of about 35% has been given on the original rate for manual trunk calls of Rs. 2.60 nP.

A tariff structure on the lines indicated above giving substantially cheaper service has been evolved and will be put into force on all the routes on which this facility is to be introduced in future.
[D.G.P.&T. U.O. No. 29-11/61-B, dated the 25th October, 1961].

The Committee suggest that a review of the trunk tariffs may be undertaken at least once in every five years.

The recommendation of the Committee has been noted.
[D.G.P. & T. U.O. No. 29-3/61-B, dated the 25th October, 1961].

44 122

While appreciating the steps taken by the Department to recover the arrears of telephone revenue, the Committee are of the view that with the adoption of a consolidated system of billing and decentralisation of Telephone Revenue Accounting Offices, further improvement in the arrears of telephone revenue should be possible. Strict enforcement of the rules regarding dis-connection of telephones, not excluding Government offices, is also called for.

Recommendations of the Committee have been noted.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 24th March, 1962).

47 136

Progress in regard to the provision of the telegraph facility in out-of-the-way places is disappointing. More attention will have to be given to such areas, particularly those on the border, in the Third Plan.

The recommendation has been noted.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961).

48 137

The Department may endeavour to provide the telegraph facility in the remaining 1283 places with a population of over 5000, within the Third Plan period. The Committee would also urge that telegraph offices may be provided in the administrative towns on priority basis.

The recommendation has been noted.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee feel that before converting combined post and telegraph offices into departmental telegraph offices, it would be of advantage to convert only a few of them to begin with and then review the position in the light of advantages which are gained from such conversion *vis-a-vis* the additional expenditure incurred.

It has been decided that to begin with first ten combined offices should be converted into D.T.Os. with the concurrence of the Finance Ministry. Thereafter the position of other offices should be reviewed in the light of the advantages gained.

Action is being taken to select ten representative combined offices for initial conversion.

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 25th October, 1961].

The Committee would also urge that inspection of combined post and telegraph offices may be tightened up with a view to ensure that there is no slackness in such offices in dealing with telegraph work.

Noted. All Heads of Circles have been asked to issue suitable instructions to all inspecting officers in this regard keeping in view the observations of the Estimates Committee.

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 25th October, 1961].

In view of the obvious advantages of the Voice Frequency Telegraph System the Committee suggest that the production capacity of the I.T.I. to manufacture the equipment may be augmented speedily so that it may be extended throughout the country.

The requirements of the P.&T. of VFT equipment for the concurrent year and the subsequent years of the Third Five-year Plan have already been indicated to M/s. I.T.I. Ltd. They are taking necessary action for speedily augmenting their produc-

tion capacity to manufacture the equipment

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 25th October, 1961].

3 145

The Committee suggest that a phased programme for replacement of morse instruments by teleprinters may be prepared taking into account the production programme of the teleprinter factory, which it is hoped, will be able to meet all the requirements of the country.

The following phased programme has been prepared for conversion of morse working circuits into teleprinter working circuits taking into consideration the expected production programme of the Teleprinter Factory:—

Phase I.—All morse working circuits having a daily average of 200 or more messages on them will be converted into T/P working circuits by the end of the year 1962-63.

Phase II.—All morse working circuits having a daily average of 100 or more messages on them will be converted into T/P working circuits by the end of year 1963-64.

Phase III.—After completion of the above phases the question of converting morse circuits having a daily

average traffic of less than 100 messages will be examined and if found economical and practicable, these circuits will also be converted to T/P working.

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 25th October, 1961].

54 In view of the fact that mechanisation would greatly reduce the delays in the transmission of telegraph messages, the Committee would urge that traffic studies may be completed on priority basis.

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Preliminary traffic studies have been completed and proposals for the introduction of Tape Relay Exchanges at Delhi, Calcutta and Madras in addition to the one already existing at Bombay have been included for implementation during the Third Five-Year Plan.

2. In addition, Telex services connecting 20 centres in the country are also being taken up during the Plan period. As an extension of the Telex service, it is also proposed to introduce switched telegraph network for general traffic. The implementation of these schemes is being given a high priority in the Third Plan.

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 3rd January, 1962].

The Committee suggest that the proposals for mechanisation of the Central Telegraph Offices at Bombay,

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Proposals have been included in the Third Plan of the P.&T. Department for the mechanisation of the Tele-

Calcutta, Delhi and Madras may be given high priority in the Third Plan. They hope that the setting up of the teleprinter factory in the country would go a long way in the early implementation of the scheme.

Similar offices at Delhi, Madras and Calcutta as also for the introduction of telex services between these cities as well as Bombay and other important commercial towns. Equipment required for the mechanisation of the Telegraph Offices are not at present manufactured in this country and the implementation of this work is dependent upon the availability of foreign exchange for importing the necessary equipment. The Teleprinter factory at Madras manufactures only Teleprinters and other auxiliary equipment and do not include the other items of equipment required for mechanisation of the Telegraph Offices. As recommended by the Committee, efforts will be made to give a high priority for the mechanisation subject to the availability of necessary foreign exchange or alternatively to the manufacture of the equipment being undertaken in the country.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

- 56 150 Should the experiments about delivery of high priority telegrams and express delivery letters on motor-cycles prove successful, the Committee suggest that the scheme may be extended to areas where it would be of particular advantage, taking into consideration the cost of the service.
- 57 152 The Committee suggest that the Department should look into the question of shortage of stores for implementing the retransposition scheme with a view to expedite the supply of the required stores. If the scheme has been in practice as successful as claimed, it should be more extensively implemented to augment the circuit capacity.
- 58 155 The Committee suggest that the printer gram and telex services may be provided in important commercial towns and business centres in the Third Plan period. More publicity may be given about these services so as to make them popular with the public.
- The recommendation of the Committee has been noted.
[D. G. P. & T. U. O. No. 29-6/61-B, dated the 25th October, 1961].
- The Committee's recommendation has been noted. Arrangements have already been made for expediting the supply of stores. The scheme is also being adopted on more routes throughout the country.
[D. G. P. & T. U. O. No. 29-6/61-B, dated the 18th January, 1962].
- Printergram service in New Delhi has been opened and this service will also be opened shortly in Calcutta and Madras.
An order for the manufacture of equipment required for the installation of four 200-line telex exchanges at Bombay, Calcutta, Delhi and Madras have also been placed with Messrs. I.T.I. and the telex facility is expected to be given in the four cities mentioned above by 1962.

During the Third Five-Year Plan we also propose to extend the printer-gram and telex services to other important commercial towns and business centres.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee are of the view that there is scope for further improving the phonogram service in the Central Telegraph Offices. Adequate number of phonogram positions may be provided with queueing facility in these offices.

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Action has been taken to keep the standard of service strictly within the prescribed limits and to suitably increase the number of positions wherever found necessary. In order to improve the phonogram service, it has also recently been decided that offices dealing with 50 or more phonograms daily should have noiseless typewriters and separate cubicles for taking down messages.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee are of the view that stricter supervision is called for in regard to the handling of greetings traffic on the part of the staff particularly in the matter of their decoding.

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Instructions have been issued to Heads of Circles to ensure stricter supervision on handling of greetings traffic by the staff particularly in the matter of decoding.

[D. G. P. & T. U. O. No. 29-6/61-B, dated 28th February, 1961].

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The Committee consider that it would be desirable to keep separate statistics of complaints about greetings telegrams. They may be analysed regularly and remedial action taken to improve the service.

Instructions have been issued for the maintenance of separate statistics of complaints about greetings telegrams and Heads of Circles have been instructed to analyse the statistics regularly. Such modifications to the procedures as may be found necessary will be authorised.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

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The Committee suggest that the proposal to get printed greetings telegrams with certain common phrases to expedite delivery may be implemented early.

It has since been decided to print a special form for greetings telegrams in respect of weddings only for the present. Telegraph offices have also been instructed to have popular stock phrases typed on greetings forms well in advance of the occasion in adequate number so that on the receipt of greetings telegrams relevant typed greetings forms may be used for delivery of the telegrams thus saving on decoding time and the typing of the greetings message.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

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The Committee suggest that the Department may endeavour to meet the pending demand for telegraph

The recommendations have been noted. The manufacturing programme for 1961-62 includes supply

circuits on lease to the fullest extent as expeditiously as possible.

of about 500 channels which will be installed on existing and new routes. On completion of this programme, additional 125 channels are expected to be provided for the Press.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

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The Committee hope that as a result of the steps proposed to be taken now, the efficiency of the Indian Language Telegraph Service in Devanagari script would improve.

Action has already been initiated:

(1) to eliminate gradually the reversion of high speed working circuits to morse where Devanagari telegrams are to be transmitted.

(2) to open Regional centres for receiving telegrams in Devanagari script from all the stations radiating through these Regional Centres and retransmitting them to as many destination stations as possible.

(3) to arrange special supervision for the quick disposal of Devanagari telegrams in Regional Centres at all stages.

[D. G. P. & T. U. O. No. 29-5/61-B, dated 25th October, 1961].

The Committee urge that the Department should undertake periodic reviews of the number of service telegrams issued by the various Circles and offices and tighten up the observance of the rules in this regard with a view to keep their number to the minimum.

Action has been taken to reduce the number of Service telegrams to the absolute minimum by emphasising that service telegrams should be sent only when found really necessary. Periodic reviews on the number of Service telegrams issued by various Circles have been prescribed for verifying that the rules already in force in this regard are being observed.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee recommend that the Department may analyse in detail the complaints of delay in the receipt of overseas messages and take necessary remedial measures.

In accordance with the recommendations of the Estimates Committee, action has been taken to analyse periodically the complaints in respect of delay in the transmission or delivery of foreign telegrams after their receipt by the P. & T. Department from the Overseas Communications Service and for taking appropriate corrective measures. It has also been ordered that the Chief Supdts. of Telegraphs Offices, New Delhi, Bombay, Calcutta and Madras should hold periodical meetings at least once a month with the Overseas Communications Service Officers at the station for

The Committee would also urge that there should be close co-ordination between the Overseas Communications Service and the P.&T. Department. For this purpose regular meetings, say once in a quarter may be held between the officers of the two departments with a view to make necessary adjustments in the interest of traffic.

making necessary adjustments in the interest of traffic.

[D.G.P. & T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

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The Committee would like to emphasize that the omissions and errors in the International Telegraph Directory should be rectified without delay and the procedure in this regard streamlined so as to leave no room for such mistakes in future. Care may also be taken to ensure that the names of all telegraph offices which are opened in future, are correctly and promptly incorporated in the International Telegraph Directory.

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With the separation of the Telegraph Guide Volume II from the list of the Post Offices, it has been possible for the Department to supply periodically a corrected and consolidated list of Indian Telegraph Offices, for incorporation in the International Telegraph Directory. We have recently supplied a list of all the Government Telegraph offices in India performing delivery work for inclusion in the new edition of the International Telegraph Directory which is being brought out shortly by the International Telecommunications Union. Besides this, a list of names of New Telegraph Offices will also be furnished to the I.T.U. for inclusion in the International Telegraph Directory periodically.

[D. G. P. & T. U. O. No. 29-U/61-B, dated the 25th October, 1961].

It is necessary that the estimated cost, under the different components, of laying telecommunication cables in the sections for which firm demands have been indicated by the Ministry of Railways should be prepared and shown in the Demands for Grants in future to enable Parliament to judge the amount required for the year in the context of the total outlay involved.

The Committee consider it essential that the Ministries of Railways and Transport and Communications effect a close liaison in the matter of planning and phasing the execution of the scheme to lay telecommunication cables in connection with Railway Electrification.

Liaison is being maintained with Railways regarding planning, phasing and execution of the scheme.

The estimated cost, under the different components, of laying telecommunication cables in the sections for which firm demands have been received will be shown in the Demands for Grants in future. [D.G. P. & T. U.O. No. 29-5/61-B, dated the 27th October, 1962].

(D.G. P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961).

In order that the Third Plan schemes for wireless development are not held up due to delays in acquisition of sites construction of new buildings and difficulties in the import of equipment, the Committee would urge the Department to take necessary steps well in advance. The Committee would also suggest that efforts may be made to manufacture indigenously the equipment required and for this purpose there

Every effort is being made for expediting land acquisition proceedings. It is, however, seen that due to procedural difficulties faced by the State Governments in land acquisition cases, considerable delay is involved in processing these cases. To adhere to plan targets, it has now been decided to take up proposal for purchase of land separately from the main project for which the land is intended.

should be close coordination with the Bharat Electronics Ltd.

The recommendation of the Committee for keeping close coordination with the Bharat Electronics Ltd., is noted. In order to enable Bharat Electronics to plan their production to meet the requirements of the Department, a forecast of the requirements is intimated to them well in advance.

(D.G. P.&T. U.O. No. 29-5/61-B, dated the 9th February, 1962).

Since the I.T.I. are the principal manufacturers of tele-communication equipment in the country and most of the designs developed in the Tele-communication Research Centre are manufactured there, the Committee are of the view that a very close liaison is necessary between the two so that the researches done by the Research Centre are quickly translated for practical use. It has also to be ensured that there is no duplication of effort between the two in the matter of research in the field of tele-communications. The Committee would like to recall

The Tele-communication Research Council is being set up in the Council of Scientific & Industrial Research to coordinate the activities of the different organisations and to use the limited resources and facilities available in this field to the best advantage.

(D.G. P.&T. U.O. No. 29-5/61-B, dated the 9th February, 1962).

in this connection the following observations made by them in para 142 of their Eleventh Report (Second Lok Sabha) on the I.T.I.

"The Committee feel that the existing co-ordination for research is not adequate. They would, therefore, suggest that there should be greater integration between the research activities of I.T.I., P.&T., Railways, Defence and Universities so that limited resources and facilities in this field might be used to the best advantage."

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The Committee would also urge the Ministry of Transport and Communications as well as the P.&T. Department to see that the proved designs which have been handed over by the Tele-communication Research Centre to the I.T.I. and the P.&T. Workshops are expeditiously produced for use on the P.&T. network.

The Posts and Telegraphs Department is doing its best together with its various organisations in bringing into use the designs and developments made in the Tele-communication Research Centre. The achievements here are already considerable and these efforts will be continued (D.G. P.&T. U.O. No. 29-5/61-B, dated the 9th February, 1962).

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The Committee consider that the Tele-communication Research Centre should intensify its work with a view to keep the country abreast of the latest developments and also to adapt the system most suited to the requirements.

A new nucleus section has already started to develop circuits for the newer techniques including cross-bar technique for providing modern tele-communication facilities. The work is being intensified. In this connection, it may be further men-

tioned that a high power Switching System Committee consisting of three senior technical officers of the Department has been going into the selection of the best switching system for use in the future to meet the needs of the country. Thus, the P.&T. Deptt. is already aware of the need to adopt modern methods as quickly as possible in the country.

(D.G. P.&T. U.O. No. 29-5/61-B, dated the 9th February, 1962).

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The Committee consider that the question of putting the requirements of equipment of the Tele-communications Research Centre on the U.N. Special Fund Programme may be reconsidered.

The P. & T. Department is grateful to the Estimates Committee for supporting the plea of the P.&T. Department to get equipments under the U.N. Special Fund for the Research Centre. A new list of equipments required for the expansion of the Tele-communications Research Centre is now being drawn up and efforts will be made to obtain these by utilising various aid programmes including the U.N. Special Fund, if possible, or alternatively by utilisation of normal foreign exchange resources. The P.&T. Deptt. are

aware of the importance of this and attach great importance to going ahead with the expansion of activities in the research field. [D.G. P. & T. U.O. No. 29-5/61-B, dated the 9th February, 1962].

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While the Committee welcome the proposal to have direct recruitment for the Posts of Scientific and Technical Officers—Grades I and II, they are of the view that flexible system of inter-change of staff engaged on research and engineering functions will be conducive to the efficiency of the Deptt. as it will enable the staff engaged on research to keep in touch with the practical requirements of the Department.

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There is already provision for the inter-change of staff engaged in the Research Centre and in the engineering branches of the Department. [D.G. P. & T. U.O. No. 29-5/61-B, dated the 9th February, 1962].

217

The Committee consider that since the problem of copper wire thefts is essentially a law and order problem, the State Governments should be asked to intensify the necessary protective and detective measures. The steps taken by the Government of Madras in this regard may be brought to the notice of other State Governments.

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The steps taken by the Government of Madras with regard to the problem of copper wire thefts have been communicated to Heads of all Circles and they have been requested to take up this matter with the State Governments concerned *vide* this office letter No. 1-24/59-NM, dated 16-9-1960. Replies since received from all Heads of Circles generally indicate that they are pur-

suing the matter with the local State Governments.
(D.G. P.&T. U.O. No. 29-5/61-B, dated the 27th December, 1961).

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The Committee hope that the electronic fault locator would be expeditiously brought into use for preventing copper wire thefts.

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Electronic Fault Locators are at present in use in 19 different stations. Orders have also been placed on the Indian Telephone Industries for supply of a large number of additional Electronic Fault Locators. As soon as these equipments are supplied by the Indian Telephone Industries, they would be brought into use in other appropriate stations on sections where copper wire thefts are prevalent.

(D.G. P.&T. U.O. No. 29-5/61-B, dated the 27th December, 1961).

D (113th Report)

Sl. No. Reference (as in to Appendix Paragraph II of No. of the 113th the Report) Report	Summary of recommendation/ Conclusion	Reply of the Government
1	2	3
1	7	4
	<p>It would be advisable if the Chief Controller of Telegraph Stores could be associated with the P. & T. Work-shops Board.</p>	<p>Cancellation of work orders is ordinarily caused by changes in specification or design of stores and reduction of orders on account of fall in demand. This is dealt with by the General Manager in consultation with the CCTS. Necessary instructions have been issued—vide this office O.M. No. 15-3/61-WK dated the 4th March, 1961 for proper examination of work orders before they are cancelled on the advice of the</p>

CCTS There is also a production Liaison Committee consisting of the representatives of workshops and Stores Organisations and the Committee meets once in a month to have a thorough review of the work orders etc. As such it is not ordinarily necessary for this specific purpose to associate CCTS with the Workshops Board.

However, as the CCTS is the principal customer of the Workshops, the question of including his name as a Member of the Workshops Board is under consideration. A final decision would, however, be taken only when the general question of reorganisation of Workshops Board would be finalised

[D.G.P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961]

In continuation of Government's earlier reply it is stated that the P. & T. workshops Board has been reconstituted and the C. C. T. S. has

been made a member of the Board with effect from 30th November, 1961.

[D.G. P.&T. U.O. No. 29-6/61—B, dated the 7th February, 1963.]

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In finalising the plans for the new Workshops, it may be ensured that sufficient margin is kept for future expansion.

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The recommendation of the Committee has been noted for guidance.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26-10-1961.)

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While settling plans for future production, the Committee would suggest that the possibilities of export of telephone and telegraph stores of foreign countries may be investigated and kept in view.

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The capacity of the existing P.&T. workshops is not sufficient even to meet the current increased demand of the P.&T. department fully. It will, therefore, be necessary to create more capacity for exports. The recommendations of the Committee have, however, been noted for guidance.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26-10-1961.)

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The Committee hope that in the new Workshops, adequate attention will be paid to layout, lighting and environment which are important factors, in increasing efficiency. Meantime, it is hoped that the conditions in the existing Workshops would be improved as far as possible.

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The recommendation of the Committee has been noted for guidance as far as new workshop buildings are concerned. As for the existing buildings, continuous effort is being made for making improvements in the lay-out, lighting and environment.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26-10-1961.)

10 25

The committee stress the need of advance planning and closer liaison at appropriate levels between the indenting departments and D.G.S. & D. with a view to see that procedural and other delays are removed.

The suggestion of the Committee is noted for guidance. Necessary steps are already being initiated in this respect. The job vocabulary is being prepared for the P&T department so that advance orders on the DG S&D can be placed in a more rational way.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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As regards shortage of wagons because of which the Workshops could not get adequate supplies of raw materials, the Committee feel that the Department should have taken up the matter in earnest with the Railway with a view to ensure that there was no transport bottle-neck in moving the raw materials etc. to Workshops.

The suggestion of the Committee is noted for guidance. The matter is being taken up with the Railway Board.

(D.G. P. & T. U.O. No. 29-U/61-B, dated 26th October, 1961).

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The Committee suggest that the P. & T. Deptt. may take up the question of supply of iron and steel with the Iron and Steel Controller and if necessary with the Planning Commission. They hope that a satisfactory solution for assuring regular supply of iron and steel to Work-

The matter was taken up with the Iron and Steel Controller, Department of Iron and Steel, and the Planning Commission on various occasions in the past. It is constantly being pursued with these authorities.

(D.G. P. & T. U.O. No. 29-U/61-B, dated 26th October, 1961).

shops will be reached soon. This should not be much of a problem with the increase in output of iron and steel in India.

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The General Manager and Managers of Workshops may constantly watch the position and take timely and adequate steps to ensure that the stock balances of raw materials are not allowed to fall. The P. & T. workshops Board may also pay special attention to this matter.

The suggestion of the Committee is noted for guidance. Necessary instructions have been issued.

(D.G. P. & T. U.O. No. 29-U/61-B, dated 26th October, 1961).

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The Committee would like to emphasise the importance of obtaining the help of ancillary industries in the production of equipment and stores in the Workshops. They recommend that a list of all items for which the help of ancillary industries can be taken in the manufacture of stores may be prepared, and given adequate publicity so as to attract interested producers. If there is a coordinated plan for manufacturing a large number of items in this manner the Committee are convinced that it would not only increase production but also result in economy. It would obviously be better if the Workshops concentrated on items which were not available economically elsewhere within the country.

The Workshops Board have already appointed a Committee to go thoroughly into this matter. The suggestions of the Committee would be considered in the light of the recommendations of the Estimates Committee.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The Committee feel that there is great scope for mechanisation of operations in the Workshops. The Committee recommend that constant studies may be undertaken in all the Workshops to explore possibilities of mechanisation and rationalisation of operations, with a view to achieve greater efficiency and production.

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The Workshops Board have already appointed a Committee to go thoroughly into this matter. The suggestions of the Committee would be considered in the light of the recommendations of the Estimates Committee.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The importance of the Employees Suggestion Scheme needs no stress. To the organisation, it is capable of bringing advantages of improved working and increased efficiency and economy. To the employees, it gives a sense of pride and participation besides monetary benefits and chances for betterment.

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No reply from the P&T Board is necessary. The observations of the Committee are however noted for guidance.

(D.G. P & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The Committee recommend that more persons may be trained in modern productivity techniques and steps taken to apply these techniques to increase output.

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The suggestion of the Committee is being acted upon.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

The Committee were glad to know that statistical quality control was being extended to the Bombay and Jabalpur Workshops from April 1961 and that one officer from each of the Workshops was being trained for this purpose. They hope that the application of this modern productivity technique in all the Workshops will bring about economy in production costs by reducing wastage. At present the statistical quality control technique was applied only to a few selected products. The scope of this control may be extended gradually to all products where its application is possible.

The suggestion of the Committee is being acted upon.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

The Committee regret to note that in spite of the training given to the officers of the Workshops and the recommendations of the U.N. Expert, no effective action has been taken by the Workshops Organisation to complete "Time and Motion Studies". The Committee hope that necessary studies will be initiated in all the Workshops and norms fixed for different categories of workers.

Time and motion studies are a continuous process for improvement in the processes and methods of working in vogue. Such studies have already been introduced in the Workshops Organisation. Their tempo is being increased. Fixation of norm has not been possible in many cases due to the difficulties in the existing set up and working conditions etc. However, action is being taken to improve upon this situation.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The Committee hope that the incentive scheme would be finalised speedily and given effect to.

The details of the incentive scheme have already been finalised. But its introduction is held up due to shortage of materials created by transport difficulties in the country.

(D.G.P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The Study Group of the Committee who visited Jabalpur Workshop noticed that a number of machines were not in operation as the workers were absent. This contingency can be easily met by keeping a panel of workmen qualified to work on the machines in each Workshop so that the machines are not kept idle in the absence of regular operators.

Necessary instructions are being issued to the Managers of the Workshops. (D.G.P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

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The Committee recommend that decision should be taken early as to what items of stores at present imported are to be produced in the Workshops and what items could be left for manufacture by the private sector. There may be quite a number of items which it may be more profitable to obtain from the private sector.

Necessary decision would be taken after the report of the Committee recently appointed by the Workshops Board referred to above is received. (D.G.P. & T. U.O. No. 29-6/61-B, dated 26th October, 1961).

In continuation of Government's reply to this recommendation it is stated that the Telecommunication Stores Committee have since sub-

mitted their report and have made recommendations regarding procurement of certain items required by the P. & T. Department from outside sources. The report has been placed for consideration before the P. & T. Workshops Board. The final decision on the recommendations of the Committee will be taken by the P. & T. Board shortly. Meanwhile action has been initiated for preparing a pamphlet containing the list of items which the P. & T. Workshops and the Indian Telephone Industries Ltd., would like the trade to manufacture. The decision of the P. & T. Board on the recommendations of the Telecommunication Stores Committee will be taken into consideration while finalising the pamphlet referred to above.

(D.G.P. & T. U.O. No. 29-6/61-B, dated 23rd January, 1963).

The matter is under examination in consultation with the Chief Controller of Telegraph Stores, Calcutta.

(D.G.P. & T. U.O. No. 29-6/61-B, dated 31st January, 1962).

In continuation of Governments earlier reply it is stated that while a number of depots have been opened

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The Committee recommend that the question of shortage of accommodation in the Stores Depots may be looked into without delay.

in the various Circles, the shortage of accommodation in the main depots still continues owing to the increased quantities of stores that have to be handled as a result of the large development programme envisaged in the Third Five Year Plan. The matter will be further considered in the light of the present developments.

(D.G.P. & T. U.O. No. 29-6/61-B, dated 15th February, 1963].

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The Committee recommend that the method of stacking of stores in Stores Depots may be studied and a rational and scientific method of stacking adopted so as to achieve maximum utilisation of space.

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The matter is under examination in consultation with the Chief Controller of Telegraph Stores, Calcutta. (D.G.P. & T. U.O. No. 29-6/61-B, dated 31st January, 1962].

In continuation of Government's earlier reply it is stated that this is essentially a long term measure and has to be considered along with the previous items in the light of the current and future requirements of stores to be obtained through the Store Depots. The views of the Committee have been noted and will be taken into consideration in

Inadequate stock balances of stores in Stores Depots lead to delays in supply of stores to the Engineering Divisions. Action may be taken to ensure that the working balances are not allowed to fall below the prescribed limit.

formulating the future expansions for the Store Depots.
(D.G.P. & T. U.O. No. 29-6/61-B, dated 15th February, 1963).

The following action to maintain proper stock balances has been taken:—

(i) Placing orders on suppliers well in advance. Placement of advance orders for 1963-64 to the extent of Rs. 8.27 crores has been authorised.

(ii) Empowering C.C.T.S. to place orders direct upto Rs. 10,000/- in each case. The proposal is under examination in consultation with Finance.

(iii) The proposal to empower C.C.T.S. to make emergent purchases of stores to the extent of Rs. 50,000/- in each case.

(D.G. P. & T. U.O. No. 29-6/61-B, dated 31st January, 1962).

The Committee recommend that adequate attention should be paid to the question of speedier and more timely despatch of stores and methods devised to reduce the time taken in issuing supplies from Stores Depots on receipt of indents and despatching them to work spots.

The Chief Controller of Telegraph Stores has been instructed suitably.

(D.G.P. & T. U.O. No. 29-6/61-B, dated 31st January, 1962).

CHAPTER III

REPLIES OF GOVERNMENT THAT HAVE BEEN ACCEPTED BY THE COMMITTEE

A. 110th Report

S. No. (as in Appendix XVI to the 110th Report)	Reference to Paragraph No. of the Report	Summary of Recommendation/ Conclusion	Reply of the Government
1	2	3	4
2	4(ii)	<p>The Posts and Telegraphs Board should be encouraged to submit more and more cases direct to the Minister so that ultimately there is no need of routing them through the Secretary. This procedure should also facilitate the abolition of the post of Under Secretary retained in the Ministry of Transport and Communications (Depts. of Communications and Civil Aviation) for processing cases relating to the Posts and Telegraphs Department.</p>	<p>In 1958, it was felt that it would be necessary to create an additional post of Under Secretary in this Ministry due to considerable increase in the volume of work. This proposal was accepted by the Ministry of Finance* and accordingly necessary provision on this account was made in the Budget Estimates for the year, 1959-60. There is little doubt that this additional post of Under Secretary would have been created during the course of the year 1959-60 but for the fact that the Posts and Tele-</p>

graphs Board came to be constituted with effect from the 14th December, 1959 and it became necessary to review the position. Consequently, the post of Deputy Secretary dealing with Posts and Telegraphs cases in this Ministry was abolished. Further, as the volume of work with the Under Secretary dealing with the Posts and Telegraphs cases got reduced, it became possible to give him some other items of work by relieving the other Under Secretaries, who were comparatively over-loaded. The position, therefore, is that instead of creating of a new post of Under Secretary as originally proposed, the existing post of Under Secretary (who was at that time incharge of Posts and Telegraphs work) was continued and the work was re-distributed among the various Under Secretaries. In fact, there is now no post of Under Secretary in this Ministry exclusively for Posts and Telegraphs work. Though one of the Under Secretaries continues to assist the Secretary in handling the files that come from the Posts and Telegraphs Department, he is dealing mainly with the cases relating to the Indian Meteorological Department

and Vigilance. It would, therefore, be difficult to abolish the post of Under Secretary even if the entire Posts and Telegraphs work is taken away. However, the position will be reviewed if and when there is a substantial reduction in the number of Posts and Telegraphs cases being routed through this Ministry.

(Ministry of Transport and Communications O.M. No. 1-E (3)/61, dated 13th October, 1961).

3 It is high time that consistent with the responsibilities and social obligations of the Posts and Telegraphs Department, due recognition is given to its commercial character by conferring on the Posts and Telegraphs Board powers similar to those enjoyed by the Railway Board or at any rate the substance of powers enjoyed by public undertakings, such as the Indian Airlines Corporation, which may enable it to approach the problems of management and organisation with a more business-like mind and a greater sense of enterprise.

5 The recommendation of the Committee is under consideration of the Government.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].

The organisation of the P. & T. Board has certain inherent features in the working of the Department which distinguish the Department both from the Railway Board as well as the Indian Airlines Corporation. The Indian Airlines Corporation is a purely commercial organisation constituted under a separate Act. The P. & T. is an essential service

compared to 1948-49 on establishment, particularly on officers, is on the high side and needs to be carefully reviewed.

overall review will be made immediately on receipt of their findings.

2. As a result of the review so far made, one post of A.D.G. and four posts of Section Officers have so far been abolished in the Directorate. On receipt of the report of the S.R.U., if any other reduction is contemplated, this will be examined and necessary action taken.

[D. G. P. & T. U. O. No. 29-3/61-B, dated 28th February, 1962].

In continuation of Government's earlier reply it is stated that the report of the S.R.U. in respect of 36 Sections has so far been received and that of 25 more sections is awaited. In consequence of their recommendations further reduction of 5 posts of Section Officers has been brought about, thus bringing the total number of posts of Section Officers abolished to 9. Orders have also been issued for the aboli-

tion of one more post of section Officer. The Question of abolition of one more post of Section Officer is under consideration.

It will thus be seen that nine posts of Section Officers and one post of Asstt. Director-General have been abolished. One post of Section Officer has been ordered to be abolished while the question of abolition of one more post is under consideration. A general decision has also been taken to place two sections under the charge of a Branch Officer. On receipt of the final report of the S.R.U. it will be examined whether any further reduction in establishment is possible, consistent with efficiency.

[D. G. P. & T. U. O. No. 29-3/61-B, 16th February, 1963].

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12 (i) The fact that the increase in the number of Section Officers (including Accounts Officers) in the Posts and Telegraphs Directorate from 26 in 1948 to 69 in 1960, has resulted in bringing down the ratio of a Section Officer to staff under him (Assistants, Accountants and Clerks) from 1:16.7 in 1948 to 1:8.8 in 1960, calls

Report of the Staff Reorganisation Unit is awaited.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

In continuation of Government's earlier reply it is stated that the Special Reorganisation Unit's report in respect of 36 sections only has so far been received, while that of 25

for investigation by the Special Re-organisation Unit of the Ministry of Finance and for rational distribution of work.

(ii) There has been a steep increase in the ministerial staff also which needs looking into.

more sections is still awaited. In view of Special Reorganisation Unit's report so far received, 9 posts of Section Officers and one post of Assistant Director-General have been abolished. On receipt of the final report of the Special Reorganisation Unit, the matter will be further examined.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 16th February, 1963].

14 The Committee feel that the work of revising and bringing out fresh publications of the P&T Accounts Code originally taken up sometime in 1947 for which a separate Code Revision Section was created, has not been given the attention due to it. They urge that it should be completed expeditiously and the special staff sanctioned for the purpose surrendered thereafter.

150 There is only one Assistant sanctioned for the Code Revision work in the Budget Section. This Official deals with issue of corrections to the Financial Hand Books Volumes I to V and Book of P. & T. Initial account forms. These corrections are required to be issued as a result of issue of corrections to the G.F.Rs. and C.T.Rs. by the Ministry of Finance as most of our rules are based on G.F.Rs. and C.T.Rs. Corrections are also required to be issued to these Manuals as a result of decisions communicated by the Ministry of Finance and the D.G. P.&T.

affecting the existing rules on the subject. These corrections are issued in consultation with A.G. P.&T. and in the case of Financial rules with the Ministry of Finance. It may thus be seen that this work of issuing corrections is a continuous process and as such this post cannot be abolished.

2. As regards the post of Accounts Officer (Code Revision) this officer deals with the Code Revision work mentioned above and in addition with the Co-ordination work in connection with the D.A.G.'s Audit Paras, A.G.'s Audit Paras, P.A.C. Briefs, outstanding P.A.C. Cases, Estimates Committee cases, Audit Objections, etc. This post is required as a regular measure. A list of duties of this Officer is enclosed (Appendix...)*. The designation A.O. (CR) is a misnomer, it should actually be A.O. Reports or A.O. II Budget.

It may also be mentioned that the S.R.U. is already examining the work of this Section and their recommendation will be duly considered.

(D.G. P. & T. U.O. No. 29-3/61-B, dated 20th March, 1962).

*Not attached.

1	2	3	4
14	18	<p>The Committee consider that the average time of 53 days taken by the Posts & Telegraphs Department in the final disposal of complaints is excessive and needs to be reduced by simplifying the procedure.</p>	<p>The average time of 53 days for the disposal of complaints, which was intimated to the Estimates Committee, was determined on the basis of the figures communicated to this Directorate by the Heads of Circles. On receipt of the Estimates Committee's Report, the position has been examined in detail by actual examination of the closed cases of complaints for the year 1960-61 in a couple of offices in Delhi Circle and in the office of the Senior Superintendent of Post Offices, Baroda. The check has revealed that the majority of complaints cases is disposed within 30 days. The period of disposal is reckoned from the date of receipt of the complaint till a final reply is sent to the complainant. Complicated cases, which involve detailed enquiries at various offices, take more time for their disposal. The percentage of such cases is, however, not high. This period is not considered excessive in view of the fact that complaints cannot be disposed of straightaway by the authorities receiving them. The officers receiving public complaints</p>

have necessarily to make enquiries from the concerned post offices. In many cases some transit offices are also involved. In such cases, the enquiries have to be routed through these offices also. With a view to cutting down this time lag, the public are always advised to prefer their complaints only through the office of posting of the article involved, so that the officer receiving a complaint verifies the particulars of the article from its records and furnishes additional information regarding its disposal while forwarding the complaint to the Divisional Superintendent for appropriate action. An enquiry form has also been prescribed for this purpose and this form is required to be returned, within 48 hours by the office receiving it. Thus the procedure prescribed for the disposal of public complaints is already a simple one and with a view to making specialised knowledge available in the disposal of complaints, the the complaints work has been centralised in the Divisional Offices and First Class Head Offices.

However, keeping in view the anxiety which the Estimates Committee have expressed for the expeditious disposal of Public Complaints, the Heads of Circles have been addressed to impress upon the officers dealing with public complaints the need for greater promptness in the disposal of complaint cases by ensuring proper and effective supervision in their offices. It is hoped this will have the desired effect. Constant watch will also be kept over the complaints organisation by the Heads of Circles in their respective areas. A copy of the instructions issued to Heads of Circles in this regard is enclosed for the information of the Estimates Committee. (See Appendix IX).

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(i) Even though the figures of the average carry over (i.e., percentage of primary receipts in hand remaining undisposed of) for the last quarter of 1956-57, 1957-58 and 1958-59 in the Posts and Telegraphs Directorate have shown an improvement, the Committee are surprised to

[D.G.P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961].

The percentage of 'P' receipts remaining undisposed of is constantly under review. In accordance with the O. & M. instructions a case is not submitted to all levels of officers but level-jumping is resorted to

note that they are the highest among the corresponding figures of the other Ministries and Attached Offices of the Government of India.

(ii) The Committee are of opinion that the high percentage of average carry over of primary receipts remaining undisposed of in the Posts and Telegraphs Directorate during each of the last three years needs a thorough review to see how far it was due to (i) the large number of levels of officers in the Directorate dealing with cases (ii) the insufficiency of administrative and financial powers delegated to Heads of Circles and other subordinate authorities etc. and (iii) the rules, procedure and unwritten conventions followed in the Directorate and Circle Offices which had led to cases being pushed up to the higher level unnecessarily.

(i) The Committee are inclined to share the Posts & Telegraph Department's apprehensions that the proposed allocation of Rs. 68 crores for the Third Plan may not prove adequate for meeting the increasing public needs. As the time left for

wherever practicable to expedite disposal of such cases. This jumping level is constantly under review. After the formation of the reconstituted P. & T. Board enhanced powers have been delegated to the subordinate officers in a large number of cases and this process is still continuing. Instructions already exist that officers should not shirk their responsibility.

(D. G. P. & T. U. O. No. 29-3/61-B, dated the 21st November, 1961).

The question of increase in the Plan allocation for the Third Plan period was taken up with the Planning Commission and they have stated that the matter would be considered after reviewing the progress of expenditure under the Plan. The

finalisation of the details of the Plan allocations is very short, the Committee trust that the matter will be urgently re-examined by Government and the Planning Commission.

(ii) At the same time, the Committee would stress on the Posts & Telegraphs Department that its performance in the last two plans as judged from the heavy shortfalls needs to be considerably improved during the Third Plan. Its case for increased allotment should be accompanied by an increasing awareness of responsibilities to utilise it fully and a resolute determination to discharge them effectively.

The Committee suggest that the question of acquiring powers whereby it may be possible to earmark suitable plots of land in developing localities for eventual construction of the departmental buildings, may be finalised early in consultation with the Ministry of Law and Ministry of Works, Housing and Supply so as to avoid large shortfalls in the budget estimates under 'Land' every year.

achievements under the Plan would depend on the increase in the manufacturing capacity of various organisations not directly under the control of this Department. It is hoped, however, that the Department would be able to fully utilise the funds allocated to it for the Third Plan.

(D.G. P. & T. U.O. No. 29-3/61-B, dated 3rd January, 1962).

The position has been reviewed and it is considered that the provisions of the Land Acquisition Act would meet the needs of the Department. Steps are being taken to prevail upon the respective local authorities for earmarking suitable plots in developing localities for future construction by the Department.

(D.G. P. & T. U.O. No. 29-3/61-B, dated 16/17th February 1961).

The Committee regret to note that both the incidence of cases of defalcations and loss of public money and the percentage of cases for which the employees of the Posts and Telegraphs Department were responsible has been increasing. This is a matter of serious concern and calls for a review of the existing rules and regulations with a view to removing loop-holes

The audited figures for the year 1959-60 are given below:—

Year	No. of cases involved.	No. of cases in which P & T employees were involved.	Percentage of cases in which P & T employees were involved.
59-60	1412	6,82,606	918
			65

2. Judged by the total amount involved and expressed as percentage of the total turn-over of the P. & T. Department, the quantum of defalcation during 1959-60 is actually the minimum during the last 10 years as may be seen from the following tables:—

Year	Turn over in crores	Gross loss in lakhs	Percentage
50-51	724	8.20	0.0114
51-52	767	7.91	0.0103
52-53	775	9.01	0.0116
53-54	818	7.76	0.0095
54-55	868	7.51	0.0087
55-56	953	5.91	0.0062
56-57	1037	7.87	0.0076
57-58	1156	7.17	0.0062
58-59	1242	9.80	0.0078
59-60	1298	6.83	0.0053

3. Compared to the year 1958-59 there was an increase of Rs. 56 crores in the total financial turn-over of the department during 1959-60. In spite of this the loss due to defalcations in 1959-60 was only Rs. 6.83 lakhs as against Rs. 9.80 lakhs during 1953-59.

4. There was an increase in the No. of cases by 138 during 1959-60 as compared with 1958-59 and this would appear to be satisfactorily accounted for by the general increase in the traffic. This has been compared in the following statement which also gives the detailed break up of the cases branch-wise:—

Category of defalcation	No. of cases	1958-59 Traffic	1959-60 Traffic
Savings Bank	98	9,160,000 (No. of accounts current)	9,860,000 (No. of accounts current)
P. O. Certificates	8	7,800,000 (No. issued and discharged)	10,500,000 (No. issued and discharged)
Money orders	359	73,000,000 (No. issued)	75,900,000 (No. issued)
Immaured.	211	3,900,000 (No. booked)	3,900,000 (No. booked.)
Miscellaneous.	598	—	639
		1274	1412

5. The increase in the No. of cases does not reflect any deterioration because quicker detection is bound to increase the number of cases discovered during a particular year.

6. Steps have been taken to reduce the defalcation cases to the minimum by adopting several preventive and corrective measures which include tightening up of the supervision by the sanction of additional supervisory staff like Inspectors, avoiding delay in the disciplinary proceedings against the delinquents so that the punishment may be imposed quickly and effectively, special emphasis on the need for departmental action against the supervisory staff guilty of laxity and other officials who are guilty of violating the prescribed rules and regulations and in exercising the prescribed checks. Sixty inspectors of Post offices were sanctioned for reviving in part the second inspection of post offices in all the circles. After watching the result more Inspectors of Post offices will be sanctioned.

7. With a view to utilising effectively the specialised agency of the Vigil-

lance Organisation to deal with defalcation cases and to reduce and prevent their occurrence, the following specific duties have been assigned to the Vigilance Officers attached to the circle and administrative offices:—

- (1) The Vigilance Officer will deal with all fraud cases involving an amount of Rs. 2,000 or more and also such other complicated fraud cases as the Head of the circle may wish to entrust to him. This will ensure a high level watch on important fraud cases.
- (2) The Vigilance Officer should review each month in detail a minimum of 75 fraud cases over 3 months old with a view to seeing that investigation is being carried on systematically and there is no delay in initiation and finalisation of disciplinary proceedings.

- (3) The Vigilance Officer will study the quarterly complaint statements and analytical reviews with a view to visiting areas where the incidence of complaints is large and exploring ways and means of reducing the number.
- (4) The Vigilance Officer should pay surprise visits to at least 4 P.&T. office including telephone exchanges every month with a view to plugging all possible loopholes for the commission of fraud or which may give rise to public complaints.
- (5) The Vigilance Officers should visit Divisional offices with a view to ensuring that disciplinary cases are being properly handled and that there is no delay in their finalisation.
8. Action is invariably taken to recoup the loss due to defalcations from all possible sources like recoveries from the officials involved, fines imposed by courts and the sureties of the concerned officials. Recoveries to the extent of Rs. 1,49,630
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and Rs. 1,77,083 have been effected during 1958-59 and 1959-60 respectively. The above figures are, however, not final as further recoveries will also continue to be made during the following years, as all cases are not finalised during the year in which the defalcations occur.

9. The percentage of cases in which the P. & T. employees were involved has increased from '59' in 1958-59 to '65' in 1959-60. This increase is due to the general expansion of the P. & T. Department especially in the rural areas where extra departmental agents carry out the work of post offices. Out of 918 cases in which the P. & T. officials were involved during 1959-60, extra departmental agents alone were responsible for 387 cases as against 341 such cases during the year 1958-59. Due to the provision of postal facilities in the rural areas at a very fast rate it sometimes becomes difficult to

appoint suitable persons extra departmental agents, and this results in dishonest acts by such agents. Otherwise too, when compared with the turn over of the Department which has increased by Rs. 56 crores in the year 1959-60 as compared to the year 1958-59, the increase in the percentage of cases in which the F. & T. employees were involved is not high. This increase also bears a relation to the better supervision exercised over the work done in the Post Offices. Detection of larger No. of cases in which the P. & T. employees were involved, shows that the standard of supervision has generally improved. This will no doubt result in decrease in the No. of cases in the years to come.

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(D.G. P. & T. U.O. No. 29-3/61-B, dated 21st November, 1961).

The Committee hope that the revised financial arrangement between general revenues and the Posts and Telegraphs Department would enable

The results of the working of the Department by branches for the first year of the new financial Convention—1960-61 are placed at state-

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the Department to build up sufficient reserves to meet the replacement cost of assets.

ments I and II given in Appendix X. Taking the department as a whole, it would be seen that the results of the first year's working of the new Convention resulted in a contribution to the Renewals Reserve Fund that would not have been possible under the earlier system and to this extent the trend has been in the right direction.

As regards losses in the working of the branches the question of approaching the General Revenues for a subsidy as recommended in paragraph 35 of the 110th Report of the Estimates Committee, is separately receiving attention.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 3rd January, 1962].

(i) As a result of the policy laid down by Government from time to time for opening of new Post Offices and telegraph offices etc., the department is undergoing substantial losses on maintaining such unremunerative services. Although the Posts and

The matter has been examined in detail and it has not been found possible to accept the Estimates Committee's recommendations for the following reasons:—

1. Liberalisation of the policy of opening Posts & Telegraphs offices is de-

Telegraphs Department as a commercial-cum-public utility service has many social obligations, it does not mean that the department should run as a vast social service without regard to the economic facts of life.

(ii) The Committee are of opinion that Government may examine whether the losses incurred by the Department in the implementation of social obligations of increasing the Postal, Telegraph and telephone facilities in rural and remote areas etc. should be met from General Revenues.

cided upon by the P. & T. Department and is not the result of any proposal from the "General Revenues". Moreover if any loss in extending Postal and Telegraphs facilities to rural and remote areas is made good from General Revenues there may not be incentive for minimising such losses and for raising additional revenues.

2. The P. & T. Department being a public utility department, is bound to run certain unremunerative services, the loss on which is made up from the Revenues of other services.

It is not uncommon even with the purely commercial concern to run some unremunerative departments, in order to generate good-will, if on the whole it does not make a loss on its activities. Besides, in many cases unremunerative Post Offices become remunerative in the course of time. Any loss incurred in the earlier stage is, therefore, in the nature of "developmental expenditure."

3. As regards comparison of unremunerative Posts & Telegraphs Offices

with the strategic Railway Lines, unlike Railways the losses on the former may be considered to be development expenditure as in course of time with the growth of population, such offices may turn out to be remunerative. So far as the provision of Section 34(2) of the Air Corporation's Act is concerned, it provides reimbursement if there is overall loss for the corporation and not necessarily on a particular route. On this analogy, question of reimbursement would arise if the P. & T. incurred overall losses.

[D.G. P.&T. U.O. No. 29-3/61-B, dated 30th August, 1962].

The Committee consider that it should be possible to finalise and issue the Rules of Recruitment and Promotion of the remaining categories of posts in the Posts and Telegraphs Department, early.

The position is indicated below:—
1. Circle Complaints Officer.—Rules for recruiting Officer have not been framed as it is not intended to make further recruitment to these posts from open market and it is intended to man these posts by departmental officers by merging the posts in regular cadre.

2. *Senior Administrative Grade.*—The case is under examination.
 3. *Asstt. Deputy Directors-General.*—The question of framing recruitment rules has not been pursued as there is a proposal to upgrade these posts to the status of Asstt. Director-General.
 4. *Postal Supdts. Service Class II and Postmasters' Service, Class II.*—Govt. have decided to amalgamate the two cadres and the case is being processed for making a reference to the U.P.S.C. for concurring in the draft recruitment rules.
 5. *Medical Officers.*—Recruitment rules have not been framed as the posts of Medical Officers are included in the C.H.S. Scheme of the Ministry of Health.
 6. *Isolated Posts.*—(a) Controller, Mail Motor Service—Recit. rules framed.
 (b) Philatelic Officer—Recit. rules framed.
 (c) Asstt. Director General (WL)—Recit. rules framed.
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- (d) **Manager, P. & T. Motor Service**—framing of Rectt. rules is under consideration.
- (e) **Special Officer (Hindi)**—framing of Rectt. rules is under consideration.
- (f) **Editor (Dak Tar)**—framing of Rectt. rules is under consideration.
7. The case regarding framing recruitment rules for the posts of Scientific and Technical Officers, Grade I, Asstt. Directors and Deputy Directors in the Tele-Communication Research Centre of the P. & T. Department is being actively pursued in consultation with the U.P.S.C.
8. **Assistant Engineers (Building)**.—The C.P.W.D. Wing for P. & T. was formed in November, 1960. It is expected that this wing will expand to double or triple of its present strength and will absorb the posts of Assistant Engineers (Building). The question of framing suitable recruitment rules for Assistant Engineers (Building) will be taken up at

the appropriate time in the light of expansion of the C.P.W.D. Wing.

Pending framing of recruitment rules it has been decided to frame *ad hoc* rules for promotion of departmental Building Overseers and Draftsmen to the posts of Assistant Engineers (Building) and the case is being processed further.

9. *Directory Officer*.—The post has since been converted to the Telegraph Engineering & Wireless Service, Class II and there is therefore, no necessity for framing fresh rules for this post now.

[D.G.P. & T.U.O. No. 29-3/61-B, dated 21st November, 1961].

In continuation of Government's earlier reply, the latest position is indicated below:—

(i) *Circle Complaints Officers*

The officers holding the posts of Circle complaints Officers have since been appointed as Vigilance Officers with the approval of the Union Public Service Commission for which posts the recruitment rules are already available. There will be no further recruitment to the posts of Circle Complaints Officers.

(ii) Assistant Deputy Directors General

These posts have since been upgraded and re-designated as Assistant Directors General, for which the recruitment rules are already available.

(iii) Isolated Posts

(a) Managers, P&T Motor Service.

The Recruitment Rules have since been framed.

(b) Editor DAK-TAR.

Recruitment Rules have since been framed.

(iv) Scientific & Technical Officers Gr. I, Asstt. Directors & Dy. Directors in the Telecommunication Research Centre

The recruitment rules for the posts of Scientific & Technical Officers Grade I have since been framed. As regards the posts of Asstt. & Deputy Directors TRC necessary action is being taken.

(v) *Asstt. Enginccrs (Buildings)*

Recruitment rules have since been framed.

[D.G.P. & T. U.O. No. 29-3/61-B, dated 2nd March, 1963].

43 (i) The Committee do not consider that the work of the Labour Officers in the Circle Offices of the Posts and Telegraphs Department is so technical as to warrant appointment of full-time Labour Officers.

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(ii) Decision in regard to the question of entrusting the duties performed by Labour Officers to the departmental Officers should be expedited.

There are at present 6 Labour Officers for the different P. & T. Circles and one for the Stores Organisation. They all belong to Central Pool of Ministry of Labour.

2. On the recommendations made by the P. & T. Welfare Advisory Board, the P. & T. Board have approved the augmentation of staff for welfare work and has agreed to the creation of 20 posts of Circle Welfare Officers for all the Circles including Telephone Districts and Stores Organisation. These posts will be in G.C.S. Class II (350/900). The method of filling up these posts is under examination. It has also been decided that the existing posts of seven Labour Officers referred to above, will be included in the strength of 20 Circle Welfare Officers to be created. The question whether the existing Labour Officer will be kept

against these posts, and if so, on what conditions, is engaging attention.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 21st November, 1961].

In continuation of Government's earlier reply it is stated that it has been tentatively decided in consultation with the Ministry of Labour and Employment subject to review after a period of two years, that 50% of the vacancies in the cadre of Welfare Officers be reserved for promotion of Departmental Officers. With regard to the remaining 50% of the vacancies, the Ministry of Labour and Employment will make available to the P. & T. Department, the services of the Officers required.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 16th February, 1963].

- (i) The Committee consider the housing position of the Posts and Telegraphs staff as very unsatisfactory.
- (ii) They are of opinion that for improving the meagre provision of housing facilities, especially for

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The existing position relating to the provision of quarters for P. & T. staff is, no doubt, very unsatisfactory. The reasons are three-fold—
(i) want of funds, (ii) delays in construction by the executing

those in Class III and Class IV employment in the Posts and Telegraphs Department, a concerted drive is necessary to achieve the maximum results out of the resources made available to the Department in the Third Five Year Plan.

(iii) They suggest that the feasibility of negotiating loans for housing from the Life Insurance Corporation may also be explored.

agency, namely, C.P.W.D., and (iii) delays in acquisition of land.

Barely 4% of the P. & T. staff are provided with departmental quarters at present. An outlay of Rs. 250 crores will be required for constructing quarters to house all the existing staff without taking into account the increase in staff year by year. However, the proposals for the Third Plan include provision for only 6,000 quarters, which would barely raise the percentage to 5. It would thus be seen that the position would continue to be unsatisfactory unless large-scale construction is facilitated by a considerably large allocation of funds for this specific purpose.

For expediting construction work, a separate zone of the C.P.W.D. has since been formed for exclusively attending to P. & T. building works. Steps are also being taken to strengthen that organisation so that the tempo of progress can be improved. As regards acquisition of sites, the procedure has since been modified to facilitate purchase of sites being sanctioned separately from the main

project, so that land for construction could become available in time.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 3rd January, 1962].

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54 The Committee suggest that the reasons why the existing Holiday Homes maintained by the Posts and Telegraphs Department were not being fully made use of by the staff may be gone into and necessary remedial action taken to popularise their use by the staff.

The lack of patronage can mostly be attributed to the economic conditions of the employees. Further, our social outlook is also such that majority of the employees would prefer a reunion with members of family or proceed to some places of pilgrimage rather than spend money and leave in hill stations. Moreover, hill station can be attractive only during the summer season and during the rest of the year they cannot but remain unoccupied. Thus, whatever demand there is for the Holiday Homes is during summer (when schools also close) but because of the limited availability of accommodation only a lucky few can avail of the facility.

2. The Holiday Homes set up by the Railways are possibly better utilised. This is mostly due to the fact that the Railway officials have not to spend anything on journey covered by rail.

9. The P. & T. Department has tentatively agreed to make an advance of Rs. 75/- (similar to Festival advance) for intending visitors to the Holiday Homes. But this by itself is not likely to promote interest of the employees in availing of this facility. A new orientation is, however, sought to be given to the scheme of Holiday Homes by setting up such Homes in places of pilgrimage which are also health resorts. This issue is being studied.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 21st November, 1961].

In continuation of Government's earlier reply it is stated that the question of opening new Holiday Homes in places of pilgrimage which are also health resorts was examined. Suitable accommodation has not been found available in the various stations where it was contemplated to have Holiday Homes other than at Cape Comorin where departmental accommodation is available. The proposal to set up a Holiday Home at Cape Comorin is being pursued.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 16th February, 1963].

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The Committee consider that the maintenance of statistics regarding premature encashment of Savings Certificates would facilitate investigation into its causes with a view to taking suitable remedial action. They, therefore, suggest the maintenance of such statistics by suitable modification of the proforma.

The statistics in question are being received, scrutinised and maintained by the Ministry of Finance (Dep'tt. of E.A.).

[D.G.P. & T. U.O No. 29-3/61-B. dated the 21st November, 1961].

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(i) The Committee view with concern the increase in the number of complaints relating to the Post Office Savings Bank and Savings Certificates by more than 33 per cent during the last three years. The number of complaints remaining undisposed of has also shown a marked increase after 1958-59. These disconcerting features call for immediate attention of the Department.

The increase in the number of complaints relating to Savings Bank and Savings Certificates is mainly due to the increase in business, as will be observed from the figures given below:

Year	S. B. Deposits (in thousands)		S. B. Certificate transactions (Millions)		Certificate transactions (Millions)
	1	2	3	4	
1957-58	6920	6920	4.5	20.2	5.8
1958-59	7724	7724	5.4	22.2	7.8
1959-60	8416	8416	6.9	24.3	9.1

Percentage increase on 22.0% 53.0% 20.0% 57.0%
1957-58 figures.

In the year 1957-58, Post Office Savings Bank did not have the C.T.D. accounts. They were introduced on

(ii) With a view to popularising the savings work the Department should constantly make endeavours to improve efficiency on the lines of accepted banking practice and procedure. Complaints should be promptly looked into, replied and remedial action taken.

1-1-1959. The number of these accounts at the end of 31-3-1959 was 21,433 while at the end of 31-3-60, it rose to 1,57,111. Part of the complaints is also due to the fact that of late quite a number of procedural changes have had to be introduced in the working of the S.B. and Postal Certificates, either as a result of new facilities given or on the demands of the National Savings Organisation, and at the initial stages the P.O. staff was not able to keep a track of the multifarious instructions, giving rise to mistakes. Some of the new facilities given since 1958 are—

- (i) Withdrawal by cheque and deposit by cheque at all H. Os. and departmental sub-offices in India.
- (ii) Cumulative Time Deposit.
- (iii) Reinvestment of certificates nearing maturity into fresh certificates.
- (iv) Nomination.

2. A detailed examination of the complaints has shown that the single category having the largest number of complaints is regarding delay in transfer of S.B. accounts or certificates. Nearly an equal number of complaints was received in connection with entry of interest in Pass

Books. Detailed instructions have since been issued to Post Offices.

3. Further, with a view to modernising the S.B. work and to bring it on lines of accepted banking practice and procedure a beginning has been made from January, 1961 to introduce control accounts in Head Post Offices. The system has so far been introduced in 11 Head Post Offices and will be gradually extended to all Head Post Offices. Under this system, maintenance of duplicate ledger cards in audit offices is abolished and even interest is calculated by the Head Post Offices themselves. This will make for quicker addition of interest in individual accounts.
4. Complaints received are analysed and appropriate remedial measures taken.
5. The following schemes to improve the working of the Post Office Savings Banks are also under consideration of the Department.
 - (i) Training of staff.
 - (ii) Special pay to staff doing S.B. work.

6. Recommendations of the Committee regarding prompt disposal of complaints and remedial action have been noted.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 21st November, 1961].

53 60

(i) The Committee observe that the net amount spent on the Anti-piracy Squad Organisation, which was showing a downward trend since 1957-58, has increased considerably in 1959-60.

(ii) They consider that the steep increase recorded in the year 1959-60 in the net amount spent on the Organisation needs investigation and remedial action to reduce the administrative expenditure to reasonable level.

The figures in para 60 of the Report do, indeed, indicate that—

(a) In previous years although additional staff had been sanctioned, the net increase in expenditure (total expenditure on organisation-amount of revenue realised on account of successful prosecution in court cases) showed a downward trend.

(b) In 1959-60 not only did the net increase go upward (Rs. 4,01,548 compared to Rs. 2,96,123) but also showed considerable increase.

The rise in the establishment cost in the year 1959-60 was due to the fact that the Department had felt that the wireless staff had not been adequate to the requirements. The matter was referred to the Establishment Standards Committee which had been set up by the Department to consider the question of fixing standards for sanction of staff for various purposes including wireless work. According to the standard which was

recommended by this Committee and approved by the Government additional staff for wireless work was sanctioned in 1959-60. It will be seen that this additional staff was not directly related to the number of court cases which had been pending or to the probable number of cases which might be detected and then referred to the Court in course of the duties by the wireless staff. The wireless staff carries out inspection of records both in the P.Os. and in the residences of owners of radio sets and also in the shops of radio dealers. The quantum of this work is increasing from year to year and this itself justifies augmentation of the staff from year to year. The fact that the staff now employed is more adequate to carry out their usual duties cannot but make the public more careful about taking out licenses or renewal of licenses and this cannot but discourage those who may try to evade paying the fees. The result may be that more people may pay the fee and a lesser number may try to evade paying the fee.

A better appreciation of the situation can be made if some additional information relating to a number of licences issued and renewed from year to year and the total revenues realised is also taken into consideration. This information is given in

Appendix XI.

[D.G.P. & T.U.O. No. 29-3/61-B, dated the 21st November, 1961].

Since more than half of the total number of the P.L.I. policies of Pakistan liability are pending settlement for several years, the Committee are of the view that the work should be expedited.

The Implementation Committee constituted under the Moveable Property Agreement, during their meeting at Rawalpindi in February, 1961 have reviewed the position and expressed satisfaction at the progress of settlement of the claims processed under the Indo-Pakistan agreement. The present position is that in respect of about three-fourths of the claims relating to the Pakistan liability policies, valuation certificates have been received. To be exact, valuation certificates in respect of 274 Pakistan liability policies have already been received from Pakistan as against requisitions for V.Cs. in respect of 374 policies sent to Pakistan. The nature of the remaining cases is such that their settlement

is likely to take time. A close watch is being kept on their settlement.

[D.G.P. & T. U.O. No. 29-3/61-B, dated the 21st November, 1961].

62

(i) The Committee feel that the Posts and Telegraphs Department should maintain close and effective co-ordination with the Paper Development Board of the Ministry of Commerce and Industry with a view to ensuring that the requisite quantity of paper is allotted and made available to the Department for printing of forms.

(ii) They also feel that there is much scope for further simplification if the layout of the forms is suitably modified according to the standard paper easily available in the country.

(iii) They suggest that the Department may curtail their paper requirements to the minimum by standardising and reducing their requirements of paper and binding material for printing of the telephone directories, forms etc.

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The question of separate allocation of paper to the P. & T. Department as recommended by the Estimates Committee was taken up with the Ministry of Commerce and Industry in June, 1960. The Ministry of Commerce & Industry, however, intimated that as they have nothing to do with the distribution of paper to any Department and as D.G.S. & D. procures paper from the various mills at rate contract in order to meet the demands of all the Departments of the Government, they suggested to refer the matter to the D.G.S. & D. The D.G.S. & D., however, after careful consideration, could not accede to our request for declaring the P. & T. Department as direct demanding Department in the matter of the separate allocation of paper, as it is the Government decision that all requirements of Central Government Departments of paper,

printing and stationery, should be processed by the Chief Controller of Printing and Stationery who is in a better position to allocate the requirements received from the various indentors judiciously. The question was also discussed with the Chief, Controller of Printing and Stationery by the Director General, Posts and Telegraphs in October, 1960. The Chief Controller of Printing and Stationery intimated that he had secured foreign exchange for about 10,000 tons of paper and in view of this, he expected that the mills would also be more prompt in complying with the orders placed on them and it was expected that there would be no difficulty of paper in the near future. Regarding the recommendation of the Estimates Committee for standardisation of P. & T. forms and thereby reducing their requirements of paper it is stated that the Department has already taken up the question of standardisation and revising the lay-out of P. & T. essential forms in metric measurements in consultation with the Officer on Special Duty deputed by the Printing and Stationery Department. About 500 forms have already been standard-

ised. It is expected that after such modification of the lay-out of the forms, considerable quantity of paper will be saved.

[D.G.P. & T.U.O. No. 29-3/61-B, dated the 20th March, 1962].

(i) The Committee are constrained to note that there has been inordinate delay in the effective functioning of the P. & T. Forms Stores Depot, Nasik, especially in the matter of acquiring suitable storage accommodation and in processing the indents for printing of forms.

(ii) They are of the view that the matter needs to be investigated to fix responsibility for delay in setting up the Store.

As the Committee has already been informed, steps were taken by the P. & T. Department for establishing Forms Store at Nasik at the instance of Printing and Stationery Department who had intimated about the installation of Forms Wing in the Govt. of India Press, Nasik and that the Forms Wing would start functioning by the end of 1957 for printing of P. & T. Forms. This Store was to undertake storage and distribution of forms to the Bombay and Hyderabad Circles.

2. The Printing and Stationery Department had categorically informed the P. & T. Dte. that the Government of India Press, Nasik would not be able to undertake distribution of forms nor it had any accommodation to spare for the purpose. In the circumstances, the P.M.G., Bombay Circle was requested to find

out suitable accommodation to house the P. & T. Forms Store at Nasik. An Assistant Postmaster General, deputed for the purpose, made an attempt to find out from the Manager, Govt. of India Press, Nasik whether any accommodation in the Press building could be spared for the purpose but unfortunately the Manager expressed his total inability to render any help in the matter. The A.P.M.G., therefore, searched other nearby places suitable for the purpose. Some accommodation, consisting of small rooms, available in Gandhi Upnagar Colony, was not found suitable for storage of forms. No other suitable buildings or structures were available in between the Railway Station and the press excepting the barracks, owned by Shri Z. Y. Khatib of Nasik City, close to the Railway Goods Booking Office. The structures, being very close to the Railway Goods Booking Office, were also considered to be suitable for the easy despatch of forms to the P. & T. indentors. Accommodation having an area of 50,000 sq. ft. was negotiated to be taken over on rent, after the landlord had carried out necessary repairs, modifications and alterations

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required to suit the Department. This was done after the representative of the Associated Finance visited the place and also approved of the proposition.

3. There was, therefore, no other alternative but to select these barracks for the P. & T. Forms Store as neither any accommodation in the Press building nor any in the neighbourhood of the Press was available. The accommodation so far taken on rent was made fit for the purpose of storage of forms by the landlord before taking possession thereof by the Department.

4. As regards construction of a temporary structure on the land adjacent to the Press, it may be stated that the Printing and Stationery Department asked the P. & T. Department in October, 1957 to make arrangements for taking delivery of the forms printed in the Govt. of India Press, (Forms Wing) by the end of that year and there was hardly any time left to acquire lands adjacent

to the Press building and to construct structure for the P. & T. Forms Store within the short period. There was, therefore, no other alternative left to the Department but to rent accommodation suitable for the purpose immediately. This was done to make immediate arrangements for the storage and distribution of forms in view of the persistent pressure from the Printing and Stationery Department for the same. This was a stop-gap arrangement till the P. & T. Department was able to put up its own building after acquiring suitable land. This matter is also being actively pursued.

8. Though as per agreement, the land-lord was to make available 10,000 sq. ft. accommodation in the first instance after carrying out necessary repairs etc. to the same, within 3 months from the date of acceptance of his offer, and the remaining within another 3 months, he could make available a small portion of land in January, 1959 in which the office of the Supdt., P.&T. Forms Store, Nasik Road was housed. Although the Printing and Stationery Deptt. categorically intimated that the Forms Wing would start functioning by the end of 1957, the press

actually could not start functioning because of their own difficulties before the end of 1959. In fact the delivery of printed forms in small quantities was started only in January, 1960. Had the landlord made available whole accommodation as per agreement, the Department would have incurred large infructuous expenditure on the renting of the building alone. As the Forms Wing was not being put into operation, the Department did not think it advisable to press the landlord for the accommodation. By moving with the circumstances, the Department has saved huge amount of infructuous expenditure.

6. Even though the proper accommodation was not available, the work of preparation of master-schedules, placing of print orders with the Govt. of India Press, Nasik and other allied work for the establishment of the Store could be managed with the minimum possible staff and accommodation. When the Press started deliveries of printed forms,

the Forms Store started taking delivery of the same and their distribution to the Bombay/Mysore and Madras Circles to meet acute shortage in their stocks of forms. During the period from June to December, 1960, additional accommodation of more than 12,000 sq. ft. was acquired in the adjacent barracks to keep pace with the increase in the quantum of printed forms supplied. There was, therefore, no difficulty in the storage of forms and their distribution. The godowns are properly locked and night chowkidars have also been appointed from the very beginning. Moreover the barracks being very close to the Railways Station and Railway Goods shed are in a safe locality.

7. It would be seen that actually the delay in the effective functioning of the P. & T. Forms Store, Nasik Road was not attributable to the delay either in the acquisition of accommodation or processing the indents but was due to the fact that the Government Press (Forms Wing) could not start functioning and print the P. & T. forms in time.

(D.G.P. & T. U.O. No. 29-3/61-B, dated 20th March, 1962).

B. 11th Report

Sl. No. (as in Appendix III of the 11th Report,	Reference to paragraph No. of the Report.	Summary of Recommendation/ conclusion	Reply of the Government
1	2	3	4
8	19	<p>The Committee recommend that Govt. may draw up a phased programme for housing of post offices in their own buildings, both in urban and rural areas. <i>[Further information called for by the committee].</i></p> <p>The latest position may please be stated.</p> <p><i>[L.S.S. O.M. No. 32-EC/61 dated the 5th May, 1962].</i></p>	<p>The programme for the construction of buildings for Departmental Post Offices is under consideration of the P. & T. Board. <i>[D.G. P. & T. U.O. No. 29-4/61-B, dated the 27th December, 1961].</i></p> <p>In 1956, the Department had laid down a policy regarding construction of Post Office and R.M.S. buildings within the resources available at its disposal. The highest priority is due to be given for construction of Head Office buildings and Post Offices in District headquarters where</p>

the buildings are either in a very dilapidated condition or the sites are available for construction of buildings. On the basis of the priorities laid down, the Heads of Circles have been processing projects for construction of buildings generally for Head Post Offices and important sub offices subject to the resources available and the limitations of the C.P.W.D. for executing the projects. The problem of constructing departmental buildings for all Post Offices both in rural and urban areas is a colossal one. The Department does not also feel the necessity for constructing Post Office buildings in small and unimportant places where suitable rented buildings are available as their replacement by departmental buildings would in many cases be uneconomical and it may also not be possible to locate them as centrally as in the rented buildings.

2. On the basis of the policy and priorities laid down in 1956, each Head of a Circle has his own Plan for construction or reconstruction of Post Office buildings and within the resources available at our dis-
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posal during the Third Plan period, a quota has been allocated to each Circle for executing such works.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 22nd September, 1962].

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The Committee feel that the procedure in regard to fixing of pay and allowances of extra departmental staff should be simplified. Broad rules may be laid down for fixing their pay and allowances and Superintendents of the Divisions may be enabled to fix their emoluments, including of those in leave vacancies, in accordance with these rules. The present procedure, apart from being cumbersome, leads to unnecessary delay and avoidable hardship to the staff.

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The difficulties in connection with the determination of dearness allowance of E.D. staff will not arise now as the dearness allowance has been completely merged with the basic allowance, which is now known as "consolidated allowance". No action is, therefore, called for on this issue now.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

16

The Committee feel that it should be possible for the Posts and Telegraphs Department to replace the conventional balances in use in post offices by automatic scales, at least in the busy post offices located in

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It may be stated that automatic scales, mostly purchased from the Avery Co. of India Ltd. were and are still being used in important post offices in India, wherever considered necessary. Such machines

towns and cities. The question of indigenous manufacture of scales which can give dependable and sturdy service, say, in the National Instruments Ltd., Calcutta may also be examined.

have been in use in certain important post offices for over 40 years. Automatic scales could not be supplied to all the offices where they were found justified due to non-availability of these machines from indigenous sources and due to the shortage of foreign exchange. Nevertheless, only last year 200 scales were ordered out by us from Avery Co. of England by release of foreign exchange and 200 scales from the German Democratic Republic under the barter agreement. These have yet to be received.

The Department is always interested to supply automatic weighing scales to post offices wherever justified by the traffic load. In India, at present, we have about 600 automatic scales in important post offices, and 400 are on the way from abroad as mentioned earlier. The Ministry of Commerce and Industry was requested to recommend automatic scales of indigenous manufacture and they have advised us to consult certain manufacturing firms. The question is under examination.

In order to ensure that automatic scales are supplied to all offices

where they would help expeditious disposal of traffic, this Department has decided to evolve a standard for supply of such scales. Certain data has been called from Heads of Circles in this regard, and their reports are awaited. As soon as a standard is evolved and when dependable and sturdy automatic scales are available from indigenous sources, all post offices in the country, where such scales are justified, will be provided there.

[D.G.P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

19

In continuation of Government's earlier reply it is stated that the standard has been laid down for supply of automatic scales to the different Post Offices on the basis of traffic handled by an office. On ascertaining the requirements of all the Circles a consolidated indent for supply of the automatic scales will be placed on the Director General of Supplies & Disposals.

[D.G.P. & T. U.O. No. 29-4/61-B, dated 15th February, 1963].

41 The Committee feel that besides informing the complaint in writing, the action taken on the complaint may be recorded in the complaint book itself.

In the Complaints/Suggestions Books kept in Head and S.O.s, there is already a provision for recording the "action taken on the complaint or suggestion made by members of the Public".

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 2nd January, 1962].

55 The Committee suggest that instructions may be issued to the effect that no sooner does the foreign parcel reach the Foreign Post Office, than an intimation thereof is sent to the addressee. This can be followed by another intimation to the addressee on completion of customs scrutiny. [Further information called for by the committee].

The matter is still under consideration of the P. & T. Board. [D.G. P. & T. U.O. No. 29-4/61-B, dated the 7th April, 1962].

The latest position may please be stated.

[L.S.S. O.M. No. 32-EC/61 dated the 5th May, 1962].

The matter was considered in a meeting of the Postal sub-Board. The consensus of opinion was against such a procedure. It was however decided that this will be considered by the Inter-departmental Committee set up for examining the work of Foreign Post Offices.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 20th June, 1962].

In Continuation of the reply furnished vide P. & T. Directorate U.O. No. 29-4/61-B dated 20th June, 1962 it

is stated that the Inter-Departmental Committee set up to examine the working of Foreign Post Offices have gone into the matter and their Recommendation is given in Appendix XII. In view of the recommendation of this Committee, it is not proposed to alter the present practice.

[D.G.P. & T. U.O. No. 29-4/61-B, dated the 23rd January, 1963].

30

Stamps find their way to all parts of the world. It is, therefore, of great importance that the issue of stamps should be scientifically studied and planned. There is no reason why with the rich tradition of Indian art we should not be able to produce attractive stamps of high philatelic value. Incidentally, stamps of good philatelic value could also earn us valuable foreign exchange.

(Further information called for by the Committee).

Information regarding measures taken or proposed with reference to the

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The matter is already under the consideration of the Department both as a short term and long term plan.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 19th February, 1962].

The question of importing, suitable machinery for printing multicolour stamps has already been taken up with the Ministry of Finance but as this involves release of substantial

amount of foreign exchange, that Ministry has not yet agreed to the proposal. The matter is still being pursued with them.

The question of utilising the services of a specialized Agency for marketing Indian stamps in foreign countries is under consideration in consultation with the Ministry of Commerce & Industry. It is expected that arrangements in this regard will be finalised shortly.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 28th July, 1962].

suggestions made in the recommendation may please be furnished.

[L.S.S. O. M. No. 32-EC/61, dated 5th May, 1962].

19

In continuation of Government's earlier reply it is stated that during 1961-62 the P. & T. Department brought out as many as 31 commemorative stamps and with the production of every new issue there has been a constant endeavour to make the stamp at attractive as possible. In fact, some of the stamps, have come in for high praise such as the one produced on the occasion of the birth centenary of Rabindranath Tagore, campaign for Eradication of Malaria and in honour of Dr. Rajendra Prasad. The two-colour machine installed in the Security Press is now showing good results

The Committee recommend that the Heads of Circles may go by a common nomenclature.
[Further information called for by the Committee].

and the quality is gradually improving.
[D.G. P. & T. U.O. No. 29-4/61-B, dated the 15th February, 1963].

The question of raising the status of the existing four Circles under the Charge of Director of Posts and Telegraphs to those of Postmasters-General is under examination and if this goes through, then all the Heads of Circles will be designated as Postmasters-General. There will then be no difference in nomenclature between different Heads of Circles.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

The matter is still under examination by the Government.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 1st September, 1962].

In continuation of Government's earlier reply it is stated that the Post of Director. P. & T. Assam has been upgraded to that of a Postmaster-General: with regard to the remaining four minor Circles viz. Orissa, Rajasthan, Kerala and Delhi, the status quo will continue in view of the present emergency.

The latest position in the matter may please be stated.

[L.S.S. O.M. No. 32-EC/61 dated the 5th May, 1962].

The Committee recommend that the whole question of freight rates for mails carried by air may be examined afresh by Government with a view to secure more equitable rates than what obtain now.

[D.G. P. & T. U.O. No. 29-4/61-B, dated the 15th February, 1963].

Before examining the question of revision, it would be useful to recapitulate briefly how the present rate of Rs. 3 per ton mile for LC mails and Rs. 1-12 per ton mile for AO mails came to be fixed.

2. Till 1950, the rates for carriage of mails were fixed on an empirical basis and by negotiations between the department and the Air companies. It was only the Air Transport Enquiry Committee of 1950 which evolved a rough formula on which air mail rates were recommended to be calculated. The Air Transport Enquiry Committee was constituted by the Government in 1950 to advise on the best lines on which air transport may be organised. In their deliberations, the Committee touched up on the question of fixing of air mail rates. The Committee took evidence from the Air Companies as well as from the P. & T. Department on this question. Finally the Committee expressed the view that a small allowance should be made over and above the freight rates for carriage of mails, as mails are given priority of transmission irrespective of any

variations in the volume of mails that has to be carried from day to day. The Committee recommended that this allowance may take the form of an increase of 12½ per cent over what may be regarded as a "reasonable freight rate" on the inland air routes calculating on this basis, the air mail rates recommended by the Committee in 1950 were Rs. 3-1 per ton mile for LC mails and Rs. 2 per ton mile for AO mails. The reasonable freight rate was deemed to be ¼ per cent of the average passenger fare (one passenger was taken equivalent to 200 lbs).

3. However, it was the Air Transport Licensing Board which had a final say in the matter. Representations from the Air Companies were made to this Board for enhancing the rates already recommended by the Committee. The P. & T. Department also put forth its views demanding a reduction in the rates recommended by the Committee. Ultimately, the A.T.L.B. decided to fix the rates of remuneration as Rs. 3 per ton mile for LC mails and Rs. 1-12 per ton mile

for AO mails. When the I.A.C. came into being in August, 1953, the above rates were applied to the mails carried by the I.A.C. and the same rates are continuing at present.

4. In the year 1959, the I.A.C. came up with a proposal to enhance the mail rates for LC mails, as they felt that the circumstances under which the present rates were fixed have changed. The main points on which the I.A.C. made such a proposal are:—

(1) The present rates were fixed according to the A.T.E.C.'s recommendations in the year 1950. Operating costs have increased very much since then due to a rise in the cost of petrol, spare parts and labour charges, etc. A corresponding increase has been made in passenger fares and freights. The mails rates however, remain the same as they were in 1950.

(2) A margin has to be kept by the I.A.C. over and above the estimated figures of mail offering, to make room for variations in the weight of mails. This results in the restriction of passenger booking and consequent loss of revenue.

- (3) As the mail is offered only just before the departure of the planes, the Corporation has to employ augmented squads for loading, which results in more expense.
- (4) Departure and arrival of the planes are to be adjusted sometimes to suit the requirements of the mails, regardless of passengers' convenience.
- (5) The Airlines Corporation has to take considerable risk and consequent liability in carrying insured articles.

The question was examined in great detail by the D.G.P. & T. as well as by the Ministry of Transport and Communications. The rates were recalculated on the formula suggested by the Air Transport Enquiry Committee of 1950. The passenger fares obtaining at present for distances over 30 miles vary between 4 annas and 5 annas per mile. Taking the average, we may assume that the average passenger fare is 4½ annas per mile on the majority of routes over which mails

are carried. Taking $\frac{1}{2}$ per cent of this as the reasonable freight rate, it would work out to 50.4 annas per ton mile. Adding $12\frac{1}{2}$ per cent to this rate as per the formula, the air mail rates for LC mails should have been 56.7 annas or Rs. 3/9. According to this the I.A.C. had a fairly good ground for demanding increase in rates for LC mails. Their demand was that the rates should be increased to only Rs. 3/8 per ton mile. However, this could not be accepted by the P. & T. Board due to the department's overall budgetary position. The Finance ministry had also objected to the increase.

5. The rates at present paid to the I.A.C. cannot be said to be on the high side when they are compared with the rates for carriage of international mails as fixed by the Universal Postal Convention. When we are paying only Rs. 3 to the I.A.C. per ton mile for LC mails, the international rates are about Rs. 10 per ton mile. Similarly, the rates for AO mails on international sectors are Rs. 2.50 per ton mile whereas on internal routes, we are paying to the I.A.C. Rs. 1-12 only.

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6. The Air Transport Licensing Board which used to settle disputes on the air mail rates was abolished when the Air Corporation Act was passed. The present position is that under Section 7(2) (i) of the Air Corporation Act, the I.A.C. has power with the previous approval of the Central Government to determine and levy passenger fares, freight rates, and other charges. Therefore, the Department cannot revise mails rates unilaterally but can only suggest such a revision to the I.A.C. To sum up:—

- (1) The present rates of Rs. 3 and 1/12 were fixed after considerable deliberations and after taking into consideration the recommendations of a special Committee which was appointed to look into all aspects of civil aviation.
- (2) The rates of Rs. 3 does not appear to be very high as compared with the international rate which is Rs. 10 per ton mile.

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(3) No comparison exists between the rate for carriage of mails and rate for carriage of freight as mails and freight are not treated alike by the Air companies. Mails are given top priority even over passenger traffic whereas freights are given the lowest priority.

(4) The Corporation has been demanding an increase in the rates from Rs. 3 to Rs. 3-8 as early as in 1959 and it was with considerable difficulty that the Department could resist the demand. Under the circumstances, it is very unlikely that they would now hear any proposal from this side for reduction in the rates.

7. The present rates of Rs. 3 and Rs. 1-12 for LC and AO mails respectively appear reasonable, the former being generally a little more than the freight rates and the latter a little less than the freight rates. These rates were fixed in 1950 and since then there has been some upward revision in the rates of passenger fares and freights. But the mail rates have not been revised. As has been explained in para (5), if the LC mail rate is now recalculated basing it on the present pas-

senger fares, and applying the A.T.E.C. formula it would be approximately Rs. 3/56 i.e. 0/56 more than the present rate. So it is feared that if the question of revision is now taken up, the I.A.C. might, instead of agreeing to a reduction, revise its earlier demand for an increase, basing it on the increase in cost of operation, etc.

8. It is felt that no useful purpose will be served for the time being by examining afresh the question of revision of freight rates for air mails by the department. However, if the Estimates Committee still feel that this should be done, then the I.A.C. will be addressed suitably; but the danger is that the Corporation will renew its earlier demand for enhancement of the rates.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 24-3-1962].

The Committee are not convinced that the remedy for the present ills of the R.M.S. lies in its separation from the Postal Services. It is doubtful if this will make for greater

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With effect from the 15th April, 1961, the scheme of separation of the R.M.S. from the postal Branch in respect of technical matters only has been introduced as an experi-

efficiency. Moreover, the intimate coordination that should exist between the Postal and R.M.S. Branches might become difficult if rival interests are created. There are many common problems between the Postal and R.M.S. Branches and it might be inadvisable to have two sets of people doing the same work. The result of the experiment of separating the technical problems of R.M.S. from the Postal Branch by the appointment of Directors of R.M.S. on regional basis on "no extra cost" basis should be carefully watched. The Committee feel that it should be possible to solve the difficulties of the R.M.S. and make it into a modern, efficient and streamlined organisation provided the officials concerned and the P. & T. Directorate make a determined effort in this direction.

(Further information called for by the Committee).

The result of review may please be intimated.

[L.S.S. O.M. No. 32-EC/61, dated the 5th May, 1962].

mental measure in three R.M.S. Regions (now set up) with headquarters at Madras, Bombay and Lucknow. A review of the position will be made after a period of one year to see how far the scheme is successful.

[D.G.P. & T. U.O. No. 29-4/61-B, dated the 28th November, 1961].

The scheme of separation of R.M.S. from the Postal Branch in respect of technical matters only was introduced with effect from 15-4-1961, as an experimental measure in three

R.M.S. Regions with headquarters at Madras, Bombay and Lucknow.

The working of the regionalisation scheme of the R.M.S. was discussed in the Heads of Circles Conference held in March, 1962. It was emphasised that officers having sufficient experience and regional knowledge of R.M.S. should work as regional Directors of R.M.S. and they should have the utmost freedom to discharge their responsibilities. The Regional Directors were also urged to devote special attention to technical matters relating to R.M.S. such as:—

- (a) rationalisation of sorting arrangements and equipment in important mail offices and sections;
- (b) balancing of traffic between various sections with a view to proper utilisation of mail van accommodation;
- (c) familiarising the R.M.S. Supervisory staff with the technical aspects of their work.

so that they acquire the know-how and to lay on sorting arrangements on a rational basis;

(d) examination of the loading arrangements at important junction stations to ensure speedy exchange of mails;

(e) rationalisation of the lay outs of sorting offices to ensure expeditious point to point handling of mails;

(f) settlement of pending bag accounts and re-organisation of the present system of bag accounting.

It has been observed that while the R.M.S. regionalisation scheme is not free from defects, it is definitely an improvement on the past as the R.M.S. matters are receiving more specialised attention than previously. The question of extending the scheme to the Eastern Zone is being examined.

[D.G.P. & T. U.O. No. 29-4/61-B, dated the 11th October, 1962].

In continuation of Government's earlier reply it is stated that the proposal for extending the scheme of separating the R.M.S. from the Postal Branch in respect of Technical matters only to the Eastern Zone has been deferred in view of the present emergency.

[D. G. P. & T. U. O. No. 29-4/61-B, dated the 15th February, 1963.]

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The Committee consider that complete separation of the R.M.S. from the Postal Branch is not warranted in the circumstances and that there is no necessity of creating a separate post of D.D.G. (R.M.S.).

(Further information called for by the Committee).

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It has already been decided not to create a separate post of D.D.G. (R.M.S.). As an experimental measure three R.M.S. Regions have been set up w.e.f. 15th April, 1961 with headquarters at Madras, Bombay and Lucknow for looking after only the technical aspects of the R.M.S. coming under the jurisdiction of these regions. The working of the scheme will be reviewed early in 1962.

[D.G. P. & T. U.O. No. 29-4/61-B, the 27th December, 1961.]

Latest position may please be stated.
(L.S.S. O.M. No. 32-EC/61, dated
5-5-1962).

The working of the R.M.S. Regional Scheme with headquarters at Madras, Bombay and Lucknow was reviewed in the Heads of Circles meeting held on 15th and 16th March, 1962. It has been observed that the R.M.S. Regionalisation Scheme though not free from defects, was definitely an improvement on the past as the R.M.S. was receiving much greater attention than previously.

[D.G.P. & T. U.O. No. 29-4/61-B, dated the 10th August, 1962.]

The Committee feel that there is much to be said in favour of the recommendation of the R.M.S. Committee to have larger R.M.S. Divisions. In the light of their recommendations, there may be a review of the jurisdiction and administrative set up of these Divisions.

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The recommendation of the R.M.S. Committee for creation of larger R.M.S. Divisions was considered by the P. & T. Postal Sub-Board on 27-9-1960. As desired by the Board the financial effects of the proposal relating to the reorganisation of the R.M.S. Divisions was submitted on 12-6-1961 for consideration of the Sub-Board in their meeting on 12-6-1961. The Postal Sub-Board duly took into account the views of the Estimates Committee also and decided as follows:—

"4. 6-20/59-PE. R.M.S. COMMITTEE'S REPORT—REORGANISATION OF R.M.S. DIVISIONS".

It was explained that the proposal contained in the brief had been worked out according to the directions given by the Postal Sub-Board in Meeting No. 1 of 1960-61. It was further explained that while the present proposal may not strictly conform to the recommendations of the R.M.S. Committee, it did satisfy the spirit of the recommendations in the sense that bigger R.M.S. Divisions would not be split up into smaller units. It was also agreed that there may be some scope for rationalisation by regrouping or amalgamating the existing R.M.S. Divisions and that this possibility would be further explored.

The Sub-Board approved that if an R.M.S. Division had a strength of 500 and more of Class III officials including leave reserves and weekly offs, but the railway track length was not more than 3,000 km., the Division should not be split up but instead a post of Deputy Superintendent R.M.S. be sanctioned for that Division. When the railway

track length exceeds 3,000 km., however, the question of splitting up the Division or sanctioning a Deputy Superintendent may be considered on merits."

Necessary action to sanction Deputy Superintendents to the bigger Divisions as per the standard laid down by the P.&T. Postal, Sub-Board is being taken.

[D.G. P.&T. U.O. No. 29-4/61-B, dated the 24th March, 1962].

In continuation of Government's earlier reply it is stated that the Deputy Superintendents R.M.S. in P.S.S. Class II have been sanctioned for the following R.M.S. Divisions:—

1. A Division, Allahabad.
 2. O Division, Lucknow.
 3. D Division, Delhi.
 4. I Division, Ambala.
 5. J Division, Ajmer.
 6. T Division, Tiruchirapalli.
 7. H Division, Calcutta.
 8. Q Division, Bangalore.
 9. F Division, Nagpur.
 10. MP Division, Nagpur.
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11. Y Division, Vijayawada.
12. P Division, Patna.
13. WB Division, Calcutta.

The following R.M.S. Divisions have been up-graded from P.S.S. Class II status to I.P.S. Class I status:—

1. S Division, Silchar.
2. N Division, Cuttack.
3. Q Division, Bangalore.
4. U Division, Muzaffarpur.
5. Z Division, Hyderabad.
6. W Division, Baroda.

Out of R.M.S. 'M' and 'T' Divisions, EK Division for Kerala has been created and B, F and J Divisions have been reorganised into B, New F, MP and J Divisions.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 7th February, 1963].

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Several modern gadgets are in use in the Railways, in U.K. and other Western countries, viz., for automatically picking up or dropping mail in stations as the mail trains speed through at upto 75 miles an hour. These gadgets may be studied and adopted wherever pos-

The question regarding provision of Modern Gadgets, viz., mail exchange apparatus in the mail vans for automatically picking up or dropping mail in stations was taken up with the Railway Board who in reply have stated that installation of such apparatus is not considered

sible. Every effort should be made to modernise our service and make it comparable to the best in other advanced countries.

feasible due to existing limitations of "moving dimensions" and possibilities of accidents to passengers looking out of the windows. Regarding other devices necessary particulars are being collected for examination.

[D.G. P.&T. U.O. No. 29-4/61-B, dated 24-3-1962].

In continuation of Government's earlier reply it is stated that the provision of Electrically operated doors between the coaches, glass fibre insulation, heating arrangements, electric water heater and mail exchange apparatus in mail vans were considered in consultation with Ministry of Railways. These devices have not been considered feasible on Indian Railways except heating arrangements and provision of Glass fibre insulation and that too can only be provided in air conditioned vans. The construction of air conditioned vans has been postponed due to the present emergency and as such these devices will be considered when the designs of air conditioned vans are finalised.

[D. G. P. & T. U. O. No. 29-4/61-B, dated 7th February, 1963].

C. 112th Report

Sl. No. as in Appendix X of the 112th Report	Reference To Paragraph No. of the Report.	Summary of Recommendations/Conclusion	Reply of the Government
1	2	3	4
15	46	<p>The shortfall in the attainment of target in the opening of public call offices in the Second Plan is unfortunate. A review of the progress should have been made sufficiently early so that the pace, particularly of opening of public call offices in remote areas, could have been accelerated.</p>	<p>The shortfall in the attainment of the targets has been on account of difficulties in the procurement of materials, due to factors beyond the control of this Department.</p> <p>[D.G. P.&T. U.O. No. 29-5/61-B, dated 18-1-1962].</p>
18	59	<p>The Committee suggest that the question of increase in staff in Delhi & Madras Telephone Districts may be looked into.</p>	<p>The increase in the number of class I posts in Delhi and Madras Telephone Districts during the year 1959-60 as compared to the year</p>

1958-59 is due mainly to the setting up of the planning and installation units and transfer of control of the Traffic Organisations to the Telephone Districts, and partly due to the increase in assets and operational load.

2. The following posts were added during the year under review (1959-60) for Planning Unit in Delhi Telephone District and the installation unit in Madras District.

(1) Delhi 1 Director & } For Planning Unit
District 3 D.Es.T. }

(2) Madras 1 D.E.T. Installation

(i) Regarding Planning Unit in Delhi District it may be stated that for proper Planning of the expansion programmes of the Tele-communication systems under the Plan Project, it was considered necessary to form the Planning Organisation in the Delhi District.

(ii) The post of D.E.T. Installation in Madras Telephone District was originally under the T.&D. Circle

and has been transferred to the District to speed up the installation works by more effective supervision, which increased considerably due to the all round expansion of Telecommunication facilities in Madras.

(iii) One post each of the Regional Traffic Superintendents was transferred to the Delhi and Madras Districts on account of the transfer of the Telephone Traffic Organisation under the control of the Telephone Districts during the year 1959-60. They are attached to the Districts for Administrative and financial matters alone and for all other purposes they are under the control of the Post and Telegraphs Directorate.

(iv) One post of D.E.T. has been sanctioned in Madras Telephone District as justified on account of the increase in operation and maintenance work. The increase during 1959-60 as compared to the load during 1958-59 is indicated below:—

- (1) Direct Exchange Lines—14 per cent.
- (2) Calls in special service—44 per cent.
- (3) Trunk calls—21 per cent.

3. There has been all round increase in the maintenance work in the Districts during the last four years, which is responsible for the overall increase in the staff. The percentage increase in the work during the year 1959-60, as compared to that during 1956-57 is shown below:—

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Items of work	Increase	
	Madras	Delhi
1 Direct Exchange line	81%	51%
2 Trunk calls handled	41%	53%

Considering the above increase in work, the increase in staff strength is fully justified.

4. With regard to the Committee's observation about the excess of staff in Delhi District, as compared to that in the Bombay District, it may be stated that the Establishment

Figures for Delhi Telephone District include the staff under the Regional Engineer Maintenance and Divisional Engineer Wireless at Delhi. Staff under similar offices are not included in the sanctioned strength of Bombay Telephone District. If the staff under Regional Engineer Maintenance, Delhi, and Divisional Engineer Wireless, Delhi, are excluded the strength of staff in Delhi and Bombay Districts will be 2,400 and 2,654 respectively.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 3rd January, 1962].

In order to improve the service in regard to ordinary trunk calls, the feasibility of laying down a rule to the effect that one ordinary call may be taken, say after 10 urgent calls, may be examined. The Department may also see to it that the interval between the booking of an ordinary call and its maturing is not longer than the prescribed limit of one hour.

The recommendation of the Estimate Committee was examined by the P.&T. Sub-Board meeting held on 28-5-1961 and in view of the operating difficulties in the Trunk Exchange, it was decided that implementation of their recommendation would on the whole result in general deterioration in the quality of trunk service and was, therefore, not acceptable. The present position of delays on trunk calls will how-

As compared to Western countries where there are hardly any cancellations on departmental account, the position in India is not satisfactory. The Committee consider that the percentage of cancellations in a way provides a measure to judge the efficiency of the Department. The Committee suggest that the Department should take all necessary steps to improve the position by stricter supervision over the operating staff and by fuller utilisation of capacity.

ever improve as seen as the heavy shortage of trunk circuits and equipments is overcome when sufficient circuits will be available and calls can be put through practically 'On Demand'. The necessity of priorities will, therefore, automatically disappear. The P.&T. Department is already actively considering the scheme to increase the number of circuits.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 3rd January, 1962].

The cancellations that occur on Trunk calls in this country are generally due to the following reasons:—

- (a) On some calls there is "no reply" from the called number so that calling party has no option but to cancel the call.
- (b) On 'PP' calls, the required party may not be available at the called number in which case also the call is cancelled.
- (c) There may be some delay in the completion of the call and the subscriber after waiting for some time may cancel the call.

2. Of the above three categories the total number of cancellations in the first two categories amount to about 10 per cent. of calls booked while those due to the third reason for which the Department may be considered responsible is about 8 per cent. of calls booked. It is, however, to be mentioned that in the last category also there are certain calls which are cancelled by the subscribers on their own initiative, e.g. when a subscriber receives a call from the same party to whom he has already booked a call. However, such cancellations are only small in number.

3. The major reason why calls are cancelled and for which the Department can be held responsible is due to delays that occur on Trunk Calls. If we had 'on Demand' or 'No Delay' service in the country, the percentage of cancellations that would occur would be extremely small. For example, our experience on the Delhi-Agra route where we have

prescribed a maximum delay of 6 minutes on all calls, the percentage of calls cancelled due to Departmental reasons is only 4 per cent. It will, therefore, be seen that if even this delay is reduced then the cancellations would be nil, except those due to subscribers' reasons over which the Department has got no control. The primary reason for delays on Trunk Calls today is due to instability of our overhead Trunk lines which traverse the country for thousands of miles and also due to insufficiency of circuits on such routes. There is a great shortage of Trunk Circuits practically on all routes in the country, except those which have been covered by the Co-axial cables. Unless highly stable Trunk circuits are provided in sufficient numbers, the present delays on trunk calls will continue. We had taken measures during the last 2 years for implementing several procedural changes to improve the overall operating efficiency so that a larger volume of traffic can be passed over available circuits. However, the effect of such changes is in most cases swamped by the annual increase of traffic (on an average

15 per cent.) that occurs in the total Trunk traffic in the country. Therefore, unless sufficient number of stable circuits and equipment are provided first to make up for the shortages and then to keep pace with the growth of Trunk traffic in the country, the unsatisfactory position of cancellations is likely to continue.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

As the coaxial cable project is scheduled to be completed by 1963, the Committee suggest that the subscriber to subscriber dialling facility may be extended to many more important trunk routes in the Third Plan itself, and necessary schemes in this regard drawn up early.

Subscriber to Subscriber Dialling on a wide scale is only of very recent origin even in advanced countries. The coaxial cable scheme at present being executed in India has been planned to provide circuits adequate only for handling the increased trunk traffic in the normal manner.

For subscriber to subscriber dialling the number of circuits required will be very large for two reasons *viz.*, the service is automatic and the traffic increases considerably. This was confirmed by the experience gained on the service between Kan-

pur and Lucknow. Between these two places we had planned circuits for three times the earlier traffic. The traffic has actually increased more than this and additional equipment for increasing circuits had to be provided. Similarly for the service proposed between Delhi-Agra, the number of circuits provided by the present Coaxial scheme is expected to be inadequate. We have therefore made some interim arrangement for increasing the number. Actual traffic observations on this service after introduction will be very helpful in gauging the circuit requirements for similar service between other stations.

The equipment developed for Kanpur-Lucknow and Delhi-Agra is suitable only for point to point service and for short distances, of the order of 300 miles. We have made preliminary investigations on the feasibility of extending this type of service between other stations having Auto-Exchange systems on the route of the Coaxial Cable being laid.

The Stations being considered are indicated below:

Agra-Kanpur.

Delhi-Kanpur.

Delhi-Lucknow.

Agra-Lucknow.

Allahabad-Kanpur.

Allahabad-Banaras.

Banaras-Kanpur.

Calcutta-Asansol.

Delhi-Jaipur.

Bombay-Ahmedabad.

Bombay-Baroda

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As indicated above, the extension of service between other stations will require considerable amount of additional equipment which has not been provided in the present Coaxial scheme. In some cases the existing automatic equipment will require modifications or replacement. These aspects will be considered after making detailed observations on Delhi-Agra Service.

Introduction of service on a regional/National basis requires a very detailed investigation on a number of aspects. To point only a few major ones:—

1. Zoning and grouping of Trunk Net-work.
2. Numbering Plan.
3. Routing arrangements.
4. Signalling considerations.
5. Transmission considerations.
6. Type of Equipment suitable for transit and end stations.
7. Inter working arrangements between the existing and new type of equipment.

A study of these has just been taken up.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

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The Committee suggest that the feasibility of introducing the conference call facility between a few important commercial centres in the course of the Third Plan may be examined.

The primary requirement for the introduction of this facility is that of sufficiency of Trunk circuits so that whenever a subscriber books a 'Conference Call', circuits will be available to all the stations to which the call has been booked immediately. In the absence of sufficient circuits, it is not possible to introduce this facility on a wide scale.

The feasibility of introducing the facility between important Commercial Centres is under examination.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1962].

In continuation of Government's earlier reply it is stated that the provision of Conference Call facility between any three or more stations necessitates the availability of sufficient number of trunk circuits between the stations so that the Conference Call can be connected

at any time desired. The Conference Call facility can, therefore, be introduced only when the availability of trunk circuits on all routes is augmented sufficiently to be able to put through at least urgent or higher priority calls on a "demand" basis. This is not possible at present.

It is, therefore, not possible at present to provide Conference call facility. The provision of this facility will be considered at a suitable date after the present schemes for laying of co-axial cables, micro-wave systems, etc. for long distance circuits are completed.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 12th February, 1963].

I 115

The Committee suggest that necessary economies may be effected in the cost of billing and collection of telephone revenue in the light of the recommendations of the Telephone Tariff Revision Committee.

To the extent the recommendations of the Telephone Tariff Revision Committee in regard to periodicity of billing has been accepted by the Government, economies have been effected in the cost of billing and collection of Telephone Revenue. Resultant savings in staff have largely merged in the larger staff requirements necessitated by the expansion

of both the number of telephones and trunk calls.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 24th March, 1962].

The Committee recommend that the Department should direct its efforts to curtail progressively the working expenses of the Telephone Branch by streamlining the procedures and by intensive utilisation of its assets. The economies effected may also be indicated in the annual reports of the Department.

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1. In this connection Government's reply to Recommendation No. 26 contained in their 110th Report may kindly be seen.

2. In Telephone Branch the ratio of Trading Expenses to net Revenue was 47.29 per cent in 1948-49 and went upto a maximum of 58.24 per cent in 1953-54. The subsequent years' results show a steady fall and in 1959-60 the ratio was 53.66 per cent. Even taking into account the effect of the recommendations of the pay commission the corresponding percentage in 1960-61 was 55.09. The figures of revenue for 1960-61 has been computed after excluding the effect of revision for tariffs in the year; the figures of expenditure has been computed after excluding the effect of the revised allocation rules and payment of arrears for period

July, 1959 to February, 1960 on the recommendations of the Pay Commission.

3. The recommendations of the Committee have been noted.
[D.G. P.&T. U.O. No. 29-5/61-B, dated the 4th September, 1962].

The Committee suggest that besides extending the V.F.T. System, the Department should make every effort to bring down the engineering costs by ensuring full utilisation of the additional capacity.

Every effort is being made for fully utilising the additional capacity. It is, however, pointed out that engineering costs on V.F.T. projects are made up of interest on capital cost, expenditure on technical maintenance and depreciation which are also related to the capital cost, cost of maintenance and supervisory establishment (which is based on the amount of terminal equipment provided) and control and audit charges on the cost of maintenance and supervisory establishment. These costs are based on the cost of the equipment and the amount of such equipment provided at each station and are not dependent on the actual loading of the circuits.

[D.G. P.&T. U.O. No. 29-5/61-B, dated the 25th October, 1962].

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The Committee suggest that the procedure for extension of time in cases of faults developing on the line or in the teleprinter machine may be simplified.

P. & T. Department attempts to provide the maximum facilities to the Press. Even though it is not stipulated in the terms of agreement, extensions of working hours are given by the local telegraph authorities when the circuit is available. These circuits are required not only due to interruptions but also for the convenience of clearance of their accumulated traffic. Extensions are given even on receipts of telephonic request, provided the circuit in question has not been allotted to any other user during the hours, for which the extension is requested. These requests are, however, to be followed by written confirmations.

It will thus be seen the procedure for extensions is both simple and expeditious.

[D. G. P. & T. U. O. No. 29-5/61-B, dated the 25th October, 1961].

75 222

The Committee are of the view that with the formation of the Posts and Telegraphs Board having enhanced powers and since the Department is

The position has been examined *vis-a-vis* the reasons that necessitated the creation of the Wireless, Planning and Co-ordination Branch in this

the principal telecommunication user, it is desirable that the question of again entrusting the co-ordination and planning work for wireless to the Posts and Telegraphs Department is examined.

Ministry and taking over of the work of Wireless, Planning and Co-ordination by the Ministry from the Posts and Telegraphs Department. The results of this examination are given in the following paragraphs:

Creation of the Wireless, Planning and Co-ordination Branch in the Ministry.

1.1. Prior to the formation of the Wireless, Planning and Co-ordination Branch, the coordination in the field of wireless usage was being done in the posts and Telegraphs department mainly with regard to clearing of the frequencies for the various users at the meetings of the frequency Assignment Committee and notifications of the frequency usages of all the departments to the International Telecommunication Union (ITU) for inclusion in the Berne List. The Frequency Assignment Committee or any other body did not have any authority to scrutinise the need or otherwise of the demands for the frequencies from the various departments. The work of the Posts and Telegraphs Department thereby was limited to sending the frequency usage notifications to the I.T.U., as a matter of a mere routine.

1.2. However, up to the 1st March 1952, the date on which the final acts of the Extraordinary Administrative Radio Conference (E.A.R.C.) Geneva, 1951, came into force, the inclusion of a usage in the Berne List of Frequencies secured for the country, the frequency usage which became automatically entitled to international protection from the date of its notification.

Thus, as a general understanding, an earlier registration was protected from interference by a later registration. With the coming into force of the final acts of the Extraordinary Administrative Radio Conference, the existing practices had to be radically changed. The Berne List was abolished and with that the claims of priority of registration in that list also disappeared. In its place, freedom was given to all countries to monitor for vacant channels and occupy free channels irrespective of prior registrations with the International Telecommunication Union of other countries.

The situation was thus reduced to one, wherein, the country which had the resources in the form of production capacity of wireless equipment gained advantage over other countries which were comparatively backward.

1.3 India had, therefore, with the coming into force of the final acts of the Extraordinary Administrative Radio Conference, quickly to ensure registration of frequencies for all its wireless requirements and at the same time make sure that the registered frequencies were actually in use and some circuit or other, throughout the 11 year sunspot cycle period.

1.4 This work needed the formation of a body with following functions:

- (i) Co-ordination and assignment of frequencies to all wireless operations in India;
- (ii) regulating, planning and administering the usage of frequencies and the radio spectrum in India;
- (iii) International Conference and agreements and the imple-

mentation of the decisions taken at these conferences and all associated work, so far as wireless is concerned;

(iv) negotiation with other countries and all associated matters connected with wireless communications;

(v) Licensing, regulations and associated matters in the field of wireless, except Broadcast Receivers; and

(vi) discharging all other responsibilities of the Ministry of Communications as the central coordinating and regulating authority of the country on all matters relating to wireless communications.

1.5 Accordingly, the Wireless, Planning and Co-ordination Branch of this Ministry was created in June 1952, to carry out the above functions relating to wireless planning and coordination for the country, as a whole.

2. There are very important reasons why the work of wireless planning and coordination of the country as a whole could not be entrusted to a user department. Posts and Telegraphs Department was and continues to be one of the wireless users in the country alongwith Defence Services, Overseas Communications Services, Civil Aviation, Meteorological Department, Police Wireless, Railways, All India Radio etc., and, as such, it was decided that the functions of wireless planning and co-ordination could not be left to that department. In fact, it was that department, which, supported by its own experience up to 1952, strongly argued in favour of the above decision. The reasons then put forth by the Posts and Telegraphs Department are applicable even today, with greater force. These along with the Ministry's experience since 1952, in support of the continuance of the responsibilities of wireless planning and co-ordination with this Ministry are given below:—

- (i) The integrating of the frequency complements into the most suitable pattern for the

whole country is a matter calling for the exercise of wide discretion. For example, while each department will be able to arrange its circuits in the order of importance so far as that department itself is concerned, it will not be in a position to determine the relative importance of the various users from an overall point of view. *No single user will be in a position to decide on this question unilaterally.*

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(ii) For the effective utilisation of the frequencies notified to the I.T.U., throughout the period of the sunspot cycle, adjustments have to be made in the circuits chosen for that frequency. Such adjustments call for a lot of discretion in deciding which of the users should move their operations, so that the frequencies are effectively utilised. *Naturally, such discretion can only be*

exercised by a body which is not itself a wireless user.

(iii) Because of the dynamic nature of the problem, the frequency utilisation has to be constantly under review and the authority regulating it should be resilient enough to take into account the changing needs of the country from time to time. It would be clear that this calls for very great discretion and a proper evaluation of various factors beyond the purview of any one individual user.

(iv) it would be necessary to implement each usage of frequencies by extensive and coordinated monitoring of all channels which we want to occupy, if only to see that foreign users do not start operating on them. This implies that we have to decide as to which channels shall be monitored, for what periods of time and in what order. Similarly, we have to monitor for free channels for opening any new circuit. It is not practicable

for each user to monitor for free frequencies for itself. In that case, we would be engineering within the country the very same race among the users that we are objecting to in the international field; users with comparatively larger resources would be able to take possession of free channels whether they require them or not. *This, therefore, would have to be done on a country-wide basis with a proper programme drawn up after taking into consideration the relative importance of the requirements of the various users.*

(v) It is only a compromise that can find expression at international forums and such a compromise can only be arrived at through very careful balancing of the various conflicting requirements and this balance has to be arranged by a central high level coordinating body. *It is this role that this*

Ministry has been playing and should continue to play in the future.

(vi) It is the experience of this Ministry that every wireless user generally pleads that the technical problems concerning the Users' services should be treated on a special plane irrespective of the possible repercussions on the sister services in the country. This situation has given rise to difficulties and the intervention of this Ministry had to be effectively brought into play in order to secure an even progress of the wireless services considered as a whole. *An optimum utilisation of the spectrum can only be obtained if all the factors relating to all the services are carefully harmonised through checks and balances. This fact is of considerable importance and centralised coordination alone can achieve this objective.*

(vii) *As far back as 1950, when it became clear that eventually*

each country would have to rely on itself for securing its frequencies, the United States appointed a 7-member Presidential Committee to enquire into the whole question and making recommendations. As a result of this enquiry, a 3-man Commission has been proposed to be appointed directly under the President to advise him on radio communication problems and the proposals has been accepted. It must be remembered that there are already the F.C.C. (for the private agencies) and the I.R.A.C. (for Government Departments) in the U.S.A. handling these problems. The new Commission is over and above the existing machinery at a very high level so that its decisions would be the discretion used by the President himself. In the U.K. a Committee of the Cabinet called "The Frequency Committee"

has been formed under the chairmanship of the Postmaster-General, who is a Cabinet Minister. This Committee has a Frequency Planning Sub-Committee and a Frequency Assignment Sub-Committee under it which will handle all those problems. Here again, these agencies are in addition to the existing ones and the B.J.C.E.B. (which was only B.J.C.B. originally and has now included electronics also within its scope) will handle the other problems. Canada has a special organisation for these problems directly under the Ministry of Transport which is in charge of radio communications in that country. The Philippines has formed a Radio Control Board under the Department of Public Works. India, with its interest in wireless usage in no way less than that of the major countries like U.S.A. and Canada had to think of a similar body with appropriate

authority to deal with wireless planning and coordination.

3. In addition to the discharge of functions as the coordinating authority in the matters of wireless, this Ministry is solely responsible for the administration of the Indian Wireless Telegraphs Act. There were occasions when this authority had also been challenged by the sister Ministries. In such cases this Ministry has taken the view that as a matter of sound administrative principle other Ministries may be consulted in the matter of administering wireless regulations in the country, but the Ministry of Communications is solely responsible for the administration of the Indian Wireless Telegraph Act and the licensing of all wireless installations in the country. All this leads to the inescapable conclusion that there exists and there will continue to exist, the need for centralised coordination of all wireless matters and this central coordination has to be at a high level such as this Ministry, which

by itself does not have a direct interest as a wireless user, like the Posts and Telegraphs Department.

[Ministry of Transport & Communications (Depts. of Communications and Civil Aviation) O.M. No. F-E (4)/61. dated the 14th November, 1961].

The Committee consider it unfortunate that a good deal of expenditure has to be incurred on the shifting of wireless stations which were established earlier without proper consideration of the suitability of their location. The expenditure incurred in setting up the stations at the older locations had thus become infructuous. It is hoped that the Department will gain from this experience and ensure in future that the sites for setting up new stations fully meet the technical requirements.

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The main projects regarding shifting of wireless stations pertain to those at Gauhati, Shillong, Agartala, Srinagar etc. As a result of the Partition in 1947, it was essential to establish wireless stations at these places urgently for providing essential communication facilities. There was no time to plan and acquire suitable sites. The stations were therefore opened in existing departmental buildings. The circuits at that time were for working on Morse Telegraph System.

Later, these wireless stations were made permanent to meet traffic requirements and it became necessary to convert morse telegraph links into radio teleprinter system. Also radio telephone circuits were required either as stand-by or an additional outlet to land line system.

The temporary locations of the wireless stations were not suitable for providing commercial communication links on radio teleprinter and radio telephone operations and hence it became necessary to shift them to more suitable sites. It will be seen that it was inescapable to open wireless stations in their temporary locations during the emergency and to take action to shift them to permanent locations subsequently.

For opening of new wireless stations, action is being taken for setting up wireless stations at permanent sites which meet the technical requirements.

[D. G. P. & T. U. O. No. 29-5/61-B,
dated the 9th February, 1962].

D. 113th Report

Sl. No. (as in the Appendix II of the 113 th Report)	Reference to paragraph No. of the Report	Summary of Recommendations/Conclusion	Reply of the Government
1	2	3	4
2	9	<p>The Committee were informed that the question of changing the set-up of the P. & T. Workshops Organisation to a fully autonomous body as recommended by the P. & T. Workshops Board had been taken up. The Committee are not convinced of the need for such a basic and radical alteration in the existing set-up. They feel that instead of constituting the Workshops Organisation as an independent autonomous body, it would be better to run it under departmental management as in case of the Chitaranjan Locomotive Works and the Integral Coach Factory, Perambur. Such administrative changes and procedural</p>	<p>The proposal for reorganising the Workshops as an autonomous body has been held in abeyance for the time being.</p> <p>The administrative and financial powers of the General Manager and Manager of Workshops are constantly under review. Only recently orders have been issued to delegate more powers to these officials. The posts of Managers of the Workshops have also been upgraded so that officials with necessary experience can be posted to man these posts. The question of appointing Financial Advisors to the General Manager and Managers of Workshops is also</p>

modifications as are necessary in the interest of efficient management could be effected within the existing framework. Even more important than the form, it is the manner of functioning which has a vital bearing on productivity. For example, if Workshop accounts are drawn up as in a commercial enterprise, a comparative and analytical study of the performance of the three Workshops could be made with a view to increase productivity.

taken up so that there can be greater decentralization of functions and powers to make the Workshops more independent and autonomous units.

The question of introducing a commercial system of accounting in a suitable form is already under consideration. At present the sales 'from the workshops to the P. & T. Department are at no loss and no profit' basis. However, an analytical study of the accounting procedure has been made, shop on-cost are laid down each year and labour and material schedules have been prepared. Cost accounting system is gradually being introduced.

[D. G. P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961]

As the Bombay and Calcutta Workshops at present are on sites which are in highly developed areas, it should prove of considerable value on release and would provide substantial funds necessary for constructions in their new locations. If

The recommendation of the Committee has been noted.

[D. G. P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961].

however they propose to retain the same they must put the lands etc. to the most advantageous use.

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The Committee are concerned to note that the gap between the production in the Workshops and requirements has been increasing with the years.

The Workshops Board has appointed a committee to go into the question of ascertaining the requirements of the P. & T. department for workshop stores and devise ways and means to meet this increased demand. A proposal is also under consideration to open new workshops if necessary. As regards the existing workshops steps are being taken to increase their production by shifting them to new sites, by introducing new methods and incentives etc. Alternative sources in private sector are also being found out for farming out orders for components so that assembling of the workshops products can be accelerated.

[D. G. P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961].

The Committee feel that it might be desirable to have a technical review of the working of the Workshops by a competent independent engineering authority once every five years so as to learn from experience and make sure that they were not lag-

The suggestion of the Committee is noted for guidance. It would be taken up for consideration after the report of the Committee recently appointed by the Workshops Board for going into the question of workshop stores is received.

ging behind as compared to advances made in technical fields elsewhere.

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The Committee consider that in view of the need for conserving foreign exchange resources and of the difference in the price between imported and indigenously produced stores, it is of imperative importance that adequate capacity for manufacturing galvanised iron wire and other requirements of P. & T. is developed within the country. The Committee would also urge the Department to consult the Development Wing of the Ministry of Commerce and Industry in this regard and to give wide publicity to their stores requirements so as to enlist the cooperation of the manufacturers. In suggesting this the Committee have in view not only the P. & T. Department but also others which are major indentors of imported stores.

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As regards difficulty in booking of wagons for despatch of stores, the Committee suggest that the matter may be taken up with the Railway Board to see if a higher priority can

(D. G. P. & T. U. O. No. 29-6/61-B, dated 26th October, 1961).

(i) The matter has been taken up with the Ministry of C. & I. (Development Wing).

(ii) The P. & T. Department as a matter of policy places educational orders on firms offering indigenous products with a view to promote and encourage indigenous manufacture of goods hitherto imported.

[D. G. P.&T. U.O. No. 29-6/61-B, dated the 31st January, 1962].

The matter is being taken up with the Railways.

[D. G. P.&T. U.O. No. 29-6/61-B, dated the 31st January, 1962].

be assigned to P. & T. stores specially those required for operational requirements than given at present.

In continuation of Government's earlier reply it is stated that the question of higher priority for the purpose of allotment of wagons for movement of P.&T. stores was taken up with the Ministry of Railways. That Ministry asked for specific cases in which delay occurred on account of non-availability of wagons. Particulars of such cases pertaining to most of the regions have been furnished to the Railways.

[D. G. P.&T. U.O. No. 29-6/61-B, dated the 7th February, 1963].

The Committee are of the view that the delays taking place in the disposal of stores at present are avoidable to a great extent and should be reduced by implementing the following measures under consideration as also of any other that may be necessary to expedite the work:—

(i) entrusting the scrutiny of un-serviceable stores to Regional Technical Survey Committees to be reconstituted at the headquarters of the Controllers of Telegraph Stores at Calcutta, Bombay, Jabalpur, Madras and New Delhi and treating their recommendations as final for issue of sanction of competent authori-

The details on the functioning of Technical Survey Committees at Circle level are being worked out.

ty for their disposal; and

(ii) reconstituting the Surplus Stores Committee with the inclusion of a representative of the Ministry of Finance, so as to deal only with serviceable surplus stores and furnishing final recommendations thereon, for issue of necessary sanction.

The proposal to reconstitute surplus stores Committee with the inclusion of a representative of Finance is also under active consideration.

[D. G. P.&T. U.O. No. 29-6/61-B, dated the 31st January, 1962].

(i) In continuation of Government's earlier reply it is stated that orders have been issued forming Stores Scrapping Committees in all Circles. For the present, these Committees are to examine stores of certain types, like telephone instruments of all kinds secraphones, PBXs and C.B. and Magneto Boards and telegraph instruments of all kinds. It is proposed to widen the scope of these Committees so that stores are not returned to the Stores Depots as far as practicable.

(ii) In view of the setting up of Stores Scrapping Committees and in view of the proposed widening of scope of their functions, the question of re-constitution of Surplus Stores Committee has been held in abeyance for the present.

[D. G. P.&T. U.O. No. 29-6/61-B, dated the 7th February, 1963].

CHAPTER IV

REPLIES OF GOVERNMENT THAT HAVE NOT BEEN FINALLY ACCEPTED BY THE COMMITTEE

A. 110th Report

Sl. No. (as Reference in Appendix to Para-VI of the graph No. 110th Report)	Summary of Recommendation/Conclusion	Reply of the Government	Comments of the Committee
1	2	3	4
2	4	(i) The Committee recommend that the P. & T. Board may be encouraged to submit more and more cases direct to the Minister so that ultimately there is no necessity of routing them through the Secretary, Ministry of Transport and Communications (Departments of Communications and Civil Aviation).	5
7	10	(i) The Committee suggest that the feasibility of placing the Member, Administration of the Posts and Telegraphs Board in overall charge of all establishment and administrative matters pertaining to all categories of the staff so as to facilitate	The recommendation of the Committee is under consideration of the Government. [D.G. P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].
		The recommendations of the Committee are under consideration of the Government. [D.G.P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].	The Committee hope that decision in the matter will be expedited.

a co-ordinated establishment and administrative policy in all arms and services of the Posts and Telegraphs Department, may be examined.

(ii) It may be possible as a result to abolish the existing posts of Deputy Director-General (Postal Staff Establishment) and Deputy Director-General (Telegraph and Engineering Staff and Establishment) by placing the respective Directors under the overall supervision of Deputy Director-General (Staff), Member-Administration of the Posts and Telegraphs Board. This would also tend to correct the present overloading in the higher echelons of the Directorate caused by having senior officers like Deputy Director-General to function under officers of almost the same status.

(i) The Committee recommend that the post of Assistant Director General in charge of BRL and Hindi Sections for whom there is not sufficient work-load, may be abolished by suitable readjustment of work

The position regarding the Assistant Director-General in charge of BRL and Hindi Sections, has been examined. This was created with effect from 1-8-56 as a result of discussions at an inter-Ministry meeting held by

Please see paras 1 and 2 of Chapter I.

and M-I and M-II Sections be amalgamated to form into one Section and one of the two posts of Branch Officers surrendered.

(ii) Similar action may be taken in respect of other posts whose functions can be redistributed without affecting general efficiency of the Department.

the Ministry of I. & B. for strengthening the organisation in the P. & T. dealing with the issue of Wireless Licences and anti-piracy work While reviewing the working of the I. & B. Ministry in one of their earlier reports, the Estimates Committee themselves have already accepted the need for a full-time officer for BRL work in the P. & T. Directorate. The I. & B. Ministry to whom a reference was made in this regard have also observed as follows:—

“The anti-piracy work by itself should provide adequate justification for a separate whole-time officer in the P. & T. Directorate. Moreover, with the increasing number of radio licences and various concessions allowed for certain categories of radio receivers, the licensing rules are becoming more and more complicated. We feel that a whole-time Assistant Director-General is absolutely necessary to look after the BRL work and to keep liaison with this Ministry. We, therefore, recommend the retention of the post of Assistant Director General (BRL).”

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In the circumstances, the retention of the post of A.D.G. (BRL) in the P. & T. Directorate is considered absolutely necessary for proper liaison with the I. & B. Ministry, simplification and rationalisation of the licensing procedure and connected problems.

(2) As regards amalgamation of M-I and M-II Sections and also revision of the strength and re-distribution of work in the Directorate, the matter is already under review by the S.R.U. and necessary action will be taken as soon as the S.R.U.'s report is received.*

[D.G. P. & T. U.O. No. 29-3/61-B, dated 20th March, 1962].

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13 Considering that the Posts and Telegraphs Directorate is located in a compact building, the present strength of 50 Daftaries/Jamadars and 157 peons appears to be excessive and needs reduction.

The Committee hope that decision in the matter will be expedited.*

case will be examined to see if any further reduction as recommended by the Estimates Committee can be made.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 3rd January, 1963.]

—do—

The Committee feel that it should be possible gradually to reduce the staff in the Cost Check Unit at Bangalore, as production costs in the Indian Telephone Industries come to be stabilised.

The matter is under examination and consideration of the P. & T. Board.*

[D.G. P. & T. U.O. No. 29-3/61-B, dated 10th July, 1962].

16 20 (i) The Committee consider that the present arrangement for collection, compilation and publication of statistics relating to the posts and telegraphs matters is far from satisfactory and needs to be reviewed and revised in a comprehensive way.

A suitable organisation for collecting, compiling and interpreting statistics and for costing and determination of tariffs particularly with regard to the new and varied services that are now being introduced in the Department, is essential to ensure financial stability of the working of the different branches of the Department. It is, however,

(ii) They are of the view that the Posts and Telegraphs Directorate may first of all decide the nature of

*At the time of factual verification, the following information was furnished by the Posts and Telegraphs Department:

In continuation of Government's earlier reply, it is stated that the post of A.D.G. (MR) and that of Section Officer (M II) were abolished with effect from 5th December 1961 and 8th January 1962 respectively. Under the revised arrangements, the A.D.G. (Forms) now looks after the work of MR and M I Section and A.D.G. (M) controls M II Section directly, there being no Section Officer under him.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 16-2-1963].

**After finalisation of the Report, the Government furnished further information which is given in Appendix XIII.

statistics required to be compiled and then ensure their prompt compilation. The statistics may also be intelligently interpreted and evaluated so as to facilitate comparative study of performance of various units.

(iii) The Committee recommend that the publications of the P. & T. Department which are circulated to Members of Parliament during the Budget Session should give a comprehensive picture of various activities undertaken by the Department like staff welfare, staff amenities etc. They should be written and published in such a manner as would catch the people's imagination.

doubtful if in the light of the present emergency it will be possible to either organise this work or to spare an officer for the purpose. In the light of the latest circumstances, the matter will be considered at a more appropriate time.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 19-11-963].

The Posts and Telegraphs Department circulates every year to the Members of Parliament during the Budget Session the two pamphlets named below:

- (1) A report of the activities of the P. & T. Department known as the P. & T. 'Activities'; and
- (2) A 'Four Page Folder' giving a summary of the P. & T. Activities.

Both the pamphlets are printed in accordance with the instructions laid down by the Department of Parliamentary Affairs. These instructions

and other instructions issued by the O & M Division of the Cabinet require that the size and the number of such pamphlets should be reduced as much as possible and the printing of graphs and diagrams in them should be avoided as far as possible to bring about economy in the consumption of paper. The recommendations made by the Estimates Committee in their para referred to above have been carefully noted and within the restrictions imposed by the orders on the subject every attempt will be made to improve the get-up of the Publications.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 28th February, 1962].

The recommendation of the Committee is under consideration of the Government.

[D.G. P. & T. U.O. No. 29-3/61-B, dated 16-17th February, 1962].

(i) The Committee are of the opinion that there should be a distinct organisation in the Posts and Telegraphs Directorate for dealing with all matters, having a financial bearing, as in the Railway Board.

(ii) The organisation may be placed under the control of the Member (Finance) of the Posts and Telegraphs Board whose services should

The Committee hope that decision in the matter will be expedited.

be fully made available to the Posts and Telegraphs Department.

(iii) The Director of Accounts may function directly under control of the Financial Advisory (Member, Posts and Telegraphs Board).

(iv) So far as the territorial and other administrative units of the Posts and Telegraphs Department are concerned, there may be suitable arrangement for rendering financial advice to the Heads of such units specially when it proposed to delegate enhanced powers to them.

26 31 The Committee observe that while the Telegraph revenue has increased from Rs. 4.64 crores to Rs. 8.99 crores, the expenditure has shot up from Rs. 4.64 crores to Rs. 8.99 crores. The increase of revenue and expenditure in the Telephone Branch from Rs. 6.47 crores to Rs. 21.96 crores and from Rs. 3.81 crores to Rs. 17.55 crores respectively is phenomenal. The expenditure on the telephone and telegraph branches

In order to provide full data to consider this aspect, viz., proportion of increase in expenditure compared to the result of the working of the branches from 1948-49 to 1959-60 are appended (Appendices XIV and XV).

2. In assessing the results of a Commercial Department, it is usual to take into consideration the "trading

Please see Para 3 of Chapter I.

- has increased disproportionately as compared to the revenue in the two years. There is need for constant watch being kept on the trends of the ratio of working expenses to the revenue and remedial action taken.
3. In the case of Telephone Branch, the gross revenues of the year 1959-60 include the receipts on account of deposits under the O. Y. T. Scheme, which is charged on the expenditure side as contribution to Telephone Development Fund. As the total deposits under O.Y.T. Scheme represent advance payment of rental for a number of years, only the appropriate fraction ($\frac{1}{20}$ or $\frac{1}{10}$) of the progressive collection under O. Y. T. is taken as "net revenue" of the year.
 4. The enclosed statements have accordingly been prepared showing separately the percentage which trading expenses bear to the total revenue.
 5. In the Telephone Branch the ratio of trading expenses to net revenue was 47.29 per cent in 1948-49 and went up to a maximum of 58.24 per cent in 1953-54.
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The subsequent years' results show a steady fall and in 1959-60, the ratio was 53.66 per cent. In the context of the steep fall of the average value of a trunk call from Rs. 6.3 in 1948-49 to Rs. 2.6 in 1959-60 the increase in the percentage of expenditure to revenue is small and is the result of various increases in pay charges etc.

6. During the period from 1948 to 1960, there had been no increase in telephone tariffs (there was a reduction in trunk call rates with effect from 1-9-51) and expenses can be directly related to the amount of revenue, unless there are other factors. As regards local telephone services, the revenue-earning capacity of the assets is not altered, but due to rising costs, the cost of material and spare parts has increased. Under telephone trunk services, the number of trunk calls has risen from 4.4 million in 1948-49 to 29.8 million in 1959-60 and as the operational costs are related to the number of calls handled instead to revenue, the expense ratio in the Telephone Branch

has been stabilised and somewhat reduced in the last few years and this would be indicative of the measures and active steps taken to reduce expenses and not permit the ratio to rise in spite of increasing stores and staff costs.

7. As will be evident from the statement now submitted, the trading expenses of the Telegraph Branch was 60.73 per cent of its net revenue in 1948-49, which rose steadily to a maximum of 89.55 per cent in 1955-56. The percentage has since then been steadily brought down and stands at 74.39 in 1959-60.

[D.G. P. & T. U.O. No. 29-3/61-B dated the 23rd January, 1962].

56 63 The Committee consider that as in the case of Salary Savings Scheme of the Life Insurance Corporation, it would be desirable to intimate the insureds under Postal Life Insurance, through their employers once in a year, the amount of premia received so that they are kept fully informed. Such a procedure, in their view, would also facilitate the clearing of unposted items, which at one time were very large in number.

Please see Para 4 of Chapter I.

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mary need is to ensure that the credits are obtained in respect of premiums due, month by month. If an insured gets to know about the non-credit of a premium soon after its discovery by the Department, it is easier for him to take up the matter with his disbursing offices and also for the latter to trace the credit.

[D.G. P. & T. U. O. No. 29-3/61-B,
dated the 21st November, 1961].

B. 111th Report

Sl. No. (as in the Appendix of the 111th Report)	Reference to Paragraph No. of the Report	Summary of Recommendation/ Conclusion	Reply of the Government	Comments of the Committee
1	2	3	4	5
2	8	<p>The Committee urge that necessary action, which is long overdue should be taken early to review the formula for determining the cost and income of post Offices as also the cost ascertainment of services, as recommended by the Postal Development Committee.</p>	<p>A Committee has already been set up in the P.&T. Directorate for evolving a revised formula for calculating the income and cost of a post office. The Committee consists of Member (Post) as Chairman and Deputy Director-General (PE), Deputy Director-General (Inspections), Director Accounts and Deputy Financial Adviser (P.&T.) as Members. Director R.M.S. is the Member-Secretary of the Committee. The Committee has addressed some selected Heads of Circles for furnishing statistical information in order</p>	<p>Please see para 5 of Chapter I</p>

to have a sample survey of different categories of offices, and also called for their comments and suggestions. On receipt of this information the Committee will meet and finalise their Report.

(Further information called for by the (D.G. P. & T. U. O. No. 29-3/61-B, dated 28th November, 1961].

The latest position in the matter may please be intimated.

[L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].

The information called for by the Committee set up in the P.&T. Directorate for evolving a revised formula for calculating the income and cost of a Post Office from certain selected Heads of Circles, has since been received. The Committee met on 2nd May, 1962 and again on 4th June, 1962 to discuss the same. It will take some more time to finalise the Committee's report.

(D.G. P. & T. U. O. No. 29-3/61-B, dated 3rd June, 1961].

31 66 The sale of stamps through the Philatelic Bureau has not been satisfactory. The Committee feel that there is considerable scope for improvement both in the quality of

The matter is already under the consideration of the Department both as a short term and long term plan.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 19th February, 1962].

The Committee hope that decision in the matter will be expedited.

stamps and the organisation of publicity.

(Further information called for by the Committee).

Information regarding measures taken or proposed with reference to the suggestion made in the recommendation may please be furnished.

[L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].

The question of importing suitable machinery for printing multicolour stamps has already been taken up with the Ministry of Finance but as this involves release of substantial amount of foreign exchange, that Ministry has not yet agreed to the proposal. The matter is still being pursued with them.

The question of utilising the services of a specialized Agency for marketing Indian stamps in foreign countries is under consideration in consultation with the Ministry of Commerce & Industry. It is expected that arrangements in this regard will be finalised shortly.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 28th July, 1962].

32 67 The Committee recommend that the decisions on the proposals for enhanced delegation of powers to Heads of Circles may be expedited.
(Further information called for by the Committee.

The pending proposals for enhanced financial powers are being pursued vigorously with the Ministry of Finance. Action will be taken to have an early decision thereon.

[D.G. P. & T. U.O. No. 29-4/61-B, dated 28th November, 1961].

The Committee note that decision has been taken on some items of the recommendation. They hope that the decision on delegation of enhanced powers for the

Latest position may please be stated. Enhanced financial powers in respect of the following items have been delegated to the Heads of Circles:—
 [L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].

1. Estimates for all works under:—

(i) Lines & Wires
and

(ii) Apparatus &
Plant etc.

Upto Rs. 1 lakh.

2. Land & Buildings Upto Rs. 1 lakh for
(Purchase or acquisition of non residential &
situation, original or Rs. 50,000 for residential
reconstruction).

3. Sleeping Allowance. Upto Rs. 10 P. M.

4. Donations, grants-in-aid, Loans etc. Power delegated
to Co-operative Societies temporarily upto
31-12-63.

5. Provisions of accommodation for Recreation Clubs for P & T Staff. Accommodation to be provided according to the standard laid down.

In regard to the items that are still pending, they are being pursued with the Ministry of Finance.

[D.G. P. & T. U. O. No. 29-4/61-B, dated 28th January, 1962].

remaining items will be taken early.

The Committee hope that Government will expedite decision on the remaining 10 recommendations made by the Conference of Heads of Circles.

Out of the 25 outstanding recommendations final orders have since been passed on ten. Out of the remaining recommendations, action has been completed on some points while it is in progress in respect of others. Steps have been taken to ensure that all the outstanding items are finalised expeditiously.

[D.G. P. & T. U. O. No. 29-4/61-B, dated 2nd January, 1962].

Out of 15 remaining recommendations, decision has since been taken on 5 more items.

Action has also been taken to finalise the remaining items.

[P. & T. Directorate U.O. No. 29-4/61- dated 11th October, 1962].

70 The Committee hope that the remaining recommendations of the Conference of Heads of Circles will receive consideration and final orders passed thereon soon.

(Further information called for by the Committee).

The latest position may please be stated.

[L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].

†Following reply was received at the time of the factual verification of the request : In continuation of Government's earlier reply it is stated that the delegation of enhanced financial powers to the Heads of Circles is a continuous process and proposals received at the time of Heads of Circles Conference, as also subsequently are being considered by the P. & T. Directorate in consultation with the Ministry of Finance. Orders delegating enhanced financial powers which have been agreed to by the Ministry of Finance are issued as and when finalised and settled. The question of delegating enhanced financial powers is constantly kept under review. Recently, enhanced financial powers in regard to renting of office accommodation and office-cum-residential accommodation were delegated to the Heads of Circles vide No. 32/2/62--NB/CI dated 23-1-63*.

(D.G. P & T. u. o. No. 29-4/61- B dated 16-2-63).

*Not reproduced.

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1	2	3	4	5
37	76	<p>The Committee feel that there is scope for improvement in the quality and colour of the inland letter and aerogrammes. They hope that it will be possible to get over the difficulty of obtaining better quality paper from Indian paper mills. The colour of the paper should also be improved so as to show up the writing on it better. A red and blue border may also be provided in the case of aerogrammes.</p> <p>(Further information called for by the Committee).</p> <p>Latest position may please be stated.</p> <p>[L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].</p>	<p>This is being actively pursued in the light of the suggestions made by the Estimates Committee in consultation with the Ministries concerned.</p> <p>[D.G. P. & T. U.O. No. 29-4/61-B, dated 19th February, 1962].</p>	<p>Please see para 6 of Chapter I.</p>
56	118	<p>The Committee recommend that the negotiations with the State Transport Corporation may be expedited and</p>	<p>The Indian Paper Mills have since furnished samples of improved quality of paper for inland and foreign aerogrammes. These have been sent for tests to Security Printing Press Nasik. Further action will be taken on receipt of the report from the Master, Security Printing Press.</p> <p>[D.G. P. & T. U.O. No. 29-4/61-B, dated 28th July, 1962].</p> <p>On the recommendation of the Public Accounts Committee, the Ministry of Transport & Communications was requested to consider the question</p>	<p>The Committee hope that Government will find a satisfactory solution to the fixation of rates for</p>

a satisfactory solution found for the conveyance of mail by road.

of vesting the Central Government with powers under the Law to compel a private operator to carry mails at the rates decided by it and it was opined by that Ministry that the matter relating to fixation of a uniform rate was under consideration of the High Power Committee under the Chairmanship of the Transport Secretary and in the event of an agreeable decision relating to fixation of rates, there would be no necessity for the proposed enactment.

conveyance of mails at an early date.**

The decision of the High Power Committee not having been accepted by most of the State Governments, the Ministry of Transport and Com-

*"The following reply was received at the factual verification stage of the Report by the P & T Department : In continuation of Government's earlier reply it is stated that the samples produced by one of the Paper Mills have been tested and action is now being taken to determine the price which the Department should pay for the superior quality of paper. Some other Paper Mills have also been approached and the results are awaited".
(D.G. P & T. u. o. No. 29-4/61-B, dated 15-2-1963).

**In continuation of Government's earlier reply, it is that in pursuance of the decision reached in the Conference of the All India State Transport Undertakings held in Srinagar in July, 1961, direct negotiations with the State Transport Undertakings have been started. Agreement on the rates of subsidy has been reached with some State Transport Undertakings while negotiations are under progress with others. The case of private operators has also been taken up with the State Governments direct and agreement has been reached with some State Governments while some other State Governments are examining the matter.

The question of suitably amending the Motor Vehicles Act, 1939, so as to vest power with the Central Government to compel the operators to convey mails at the rate fixed by the Government, has been carefully examined in consultation with the Ministry of Transport and Communications and the Ministry of Law. It is considered that such a course would be difficult as prior consultation with the State Government would be required. It is also considered that recourse to legislation would not be necessary, if the Ministry of Transport Communications could persuade such of the State Governments with whom some difficulty is being experienced with a view to arriving at a mutually satisfactory solution. The Ministry of Transport and Communications has accordingly addressed the State Governments in the matter. The matter is expected to be settled soon.
(D.G. P & T. u. o. No. 29-4/61-B of 7-2-63).

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munications had been requested to reconsider the question of vesting the Central Government with the requisite powers independent of the decision of the High Power Committee. Thereafter the matter came up for further discussion in the Conference of S.T. Us. held at Srinagar during the second week of July 1961. In the Conference it has been decided that the question of fixation of rates may be decided with each State Transport Undertaking separately by direct negotiations. As suggested by the Transport Ministry the rate for conveyance of mails by private operators was not discussed at the Srinagar Conference. It is proposed to place this matter for discussion in the Conference of Transport Controllers who are directly concerned with the matter.

[D.G. P. & T. U. O. No. 29-4/61-B, dated 24th March, 1962].

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124 The Committee feel that it is not desirable to postpone decisions regarding the revision of the system

The Committee hope that decision in the matter will be expedited.

of Bag Accounts as the present system, apart from being complicated, also involved the appointment of a large number of clerks on bag accounting work. The P&T Directorate may, therefore, go in detail into the matter and devise a more workable and efficient arrangement.

accounts was considered in the conference of the Heads of Circles, 1960, wherein it has been decided to accept the scheme as recommended by the R.M.S. Committee in principle and to try the same as an experiment on an All-India basis. Details have to be worked out and put up to a sub-committee set up for the purpose.

[D.G. P. & T. U. O. No. 29-4/61-B, dated 2nd January, 1962].

(Further information called for by the Committee).

The latest position may please be stated.

[L.S.S. O.M. No. 32-EC/61, dated 5th May, 1962].

The matter is still under examination.

[D.G. P. & T. U. O. No. 29-4/61-B, dated 11th June, 1962].

C. 112th Report

Sl. No. (as Reference in Appendix X of the 112th Report)	Summary of Recommendation Conclusion	Reply of the Government	Comments of the Committee
1	2	3	4
1	<p>11&12 The Committee are not able to appreciate as to why the physical target for telephones was fixed at 1,32,000 when the pending demand at the commencement of the First Plan was estimated to be 1,50,000 and an additional demand of 1,00,000 was expected to be engendered during the Plan period. It is this initial backlog of 1,18,000 in planning which has, to a large extent, been responsible for accumulating the unsatisfied demand for telephones and for raising it from 1,20,000 at the commencement of the Second Plan to</p>	<p>The pending demand of 1,50,000 at the commencement of the First Plan was an accumulated demand of the war year and the immediate Post-war period. The number of telephones as on 15th August, 1947 was 114,922 and 1,68,400 on 31st March, 1951. The average increase during the 3½ year period was thus about 15,000 per annum.</p> <p>Though provision of about 2½ lakh telephones would have been necessary to meet the pending demand at the beginning of the First Plan and</p>	<p>Please see Para 7 of Chapter I.</p>
	5	5	

2,00,000 at the end of the Second Plan.

This unrealistic planning can best be illustrated by the example of the Delhi Telephone District. An estimate of the requirements for Delhi Telephone District prepared in 1955 anticipated that a capacity of 50,000 lines would be required for the District by 1975. The fact, however, is that even as early as in July, 1960 the demand had gone much beyond that capacity for it is seen that after providing 31,000 lines there was an outstanding demand of 27,497.

the demand anticipated to arise during the Plan period, the target had to take into account the practical limitations namely, construction of buildings, procurement of equipment, cables availability of financial resources etc. ● A sudden expansion from 15,000 to 50,000 per year had not been considered feasible. The target had, therefore, to take note of the practical conditions and fixed at a reasonable limit viz., 1,32,000. In fact, even that limit could not be achieved as the actual progress reached only 109,600. The additional backlog at the commencement of the Second Plan thus became unavoidable.

[D.G. P. & T. U.O. No. 29-4/61-B. dated the 25th October, 1961].

2 14 The Committee recommend that the Department should take more energetic steps to see that work on projects costing Rs. 25 lakhs and over which have been sanctioned long back is commenced without further delay and that similar projects are not held up during the Third Plan.

Most of the projects costing Rs. 25 lakhs relate to installation of automatic exchanges. Installation of automatic exchanges involves number of stages, which are briefly given below:—

- (1) Preparation of the broad outline of the scheme and obtaining financial approval.

Please see comments against S. No. 5 & 6.

- (2) Sanction of project and detailed component estimates.
- (3) Acquisition of land (Where new site is to be acquired).
- (4) Preparation of schedule of accommodation, finalisation of preliminary drawings, preparation of preliminary estimates and administrative approval thereto, preparation of detailed estimates and drawings, calling of tenders by the C.P.W.D. and commencement of building construction.
- (5) Preparation of specifications and placing of orders for automatic exchange equipment on I.T.I. and for air-conditioning plant on D.G.S.&D. Placing of indents for the Stores on the Stores Organisation.
- (6) Installation of automatic equipment and execution of cable and line works and installation of air-conditioning plant.

2. After the project is sanctioned, work such as preparation of specifications and detailed estimates, placing of orders etc., is carried out, but physical commencement of work or incurring of expenditure against the project can start only after building construction is started, or where building is available when equipment is received. The period for this is generally about 2—4 years. In case of difficulties, such as non-receipt of tenders for the construction of the building or receipt of excessively high tenders involving revised administrative approval etc., the period may be longer. The supply of equipment from I.T.I. also takes about 18 months from the time the order is placed.
3. The Department is taking suitable steps to see that work on such projects are taken up without any undue delay.
- [D.G. P. & T. U.O. No. 29-5/61-B, dated the 25th October, 1961].
- 5 19 and 20 The Committee further observe that sanctions for plans for expansion of the telephone systems are inordinately delayed. For example an
- The Committee hope that by now blueprints of all major projects to be executed in the Third Five

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expansion scheme for installation of 18,200 lines for Bombay was envisaged in 1946 but this was held up at several stages, first, on the question of deciding whether it should be Director type or non-Director type and secondly, because of some practical difficulties in execution after it was sanctioned in May, 1950 which necessitated a revision of the project. The revised project was sanctioned by the Government in January, 1956 and was completed in 1959. It has thus taken the Government 13 years to provide 18,200 lines after having felt their need.

Similarly, Project XXV for installation of 37,540 lines of old equipment for meeting the requirements upto 1961 was submitted for approval of Government in 1953 but was approved in 1956 with the result that the project was now expected to be completed only in stages by 1964, eleven years after submission of the scheme.

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Year Plan must have been prepared and sanctions accorded.

- 6 21 In order to ensure that all projects which are included in the Five Year Plan are completed in time, a great deal of meticulous advance Planning is necessary. The Committee urge that blueprints of projects should be prepared without delay and sanctions should be accorded expeditiously.
- 7 25 In view of telephones being always a sound paying proposition, there should be very little hesitation in finding the necessary provision for their expansion. The Govt. may again consider how best to meet the additional demand that will inevitably arise during the Third Plan. If that is not done, the position at the end of the Third Plan will be infinitely worse than what it is at its beginning, which is hardly the way of planning. This necessarily means the need for expanding the Workshops, the Indian Telephones Industries, the Hindustan Cables Ltd., and making adequate provision therefor.
- The Committee urge that the possibilities of getting loans from the Life
- Noted.
(D.G. P. & T. U.O. No. 29-5/61-B. dated the 25th October, 1961).
- As far as the financial resources for telephone schemes under the Third Plan are concerned, the Planning Commission have stated that additional requirements of the Department would be examined later after reviewing the progress of expenditure. The progress itself is entirely dependent on the availability of material resources. The foreign exchange position continues to be unsatisfactory and as many raw materials are still imported, the factories are finding it difficult to get sufficient release for the increased production which is so necessary.
- It is learnt that the expansion of the Indian Telephone Industries and the Hindustan Cables has been
- As far as the financial resources for telephone schemes under the Third Plan are concerned, the Planning Commission have stated that additional requirements of the Department would be examined later after reviewing the progress of expenditure. The progress itself is entirely dependent on the availability of material resources. The foreign exchange position continues to be unsatisfactory and as many raw materials are still imported, the factories are finding it difficult to get sufficient release for the increased production which is so necessary.
- It is learnt that the expansion of the Indian Telephone Industries and the Hindustan Cables has been

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insurance Corporation, the World Bank etc. for augmenting the plan resources for telephones should be explored.

8 26 Judging from the recent trends, the Committee consider that it may not be difficult for the P. & T. Department to gear up their machinery for the task. It necessarily calls for co-operation from all allied Departments and the Committee see no reason why it should not be forthcoming. The P. & T. Department will have to satisfy the Planning Commission that it is in a position to make good use of the additional funds asked for and that they would be effectively utilised for increasing telephone lines to meet the demand.

9 30 The Committees recommend that the Department should increase expeditiously the capacity of the telephone system in Bombay, so that O.Y.T. connections could be given at an early date.

approved by the Planning Commissions, but, for these expansions, some foreign exchange is also required and if this becomes available, considerable increase in production can be expected. The Department is also taking steps to increase the production in the P. & T. Workshops.

While these are limitations under which the telephone expansion scheme would have to be pursued, it will be the endeavour of the Department to better the target set forth.

[D.G. P. & T. U.O. No. 29-5/61-B, dated the 3rd January, 1962].

The scheme for the expansion of the Bombay Telephone system to meet the increasing demands for telephones was sanctioned in 1956. The scheme provides for installation of 51,000 lines of new equipment and recovering of 13,460 lines of old

The Committee are constrained to note the slow progress made in the construction of buildings for installation of additional telephone equipment. They

equipment. Under this scheme 13 new buildings have to be constructed for installation of additional equipment. Action has been taken to acquire sites (except one) and prepare plans and sanction detailed estimates for the buildings. Two of the buildings are nearing completion while the work is in progress in respect of five others. C.P.W.D. have been requested to commence work for the construction of the remaining buildings expeditiously.

[D.G. P. & T. U.O. No. 29-5/61-B, dated the 25th October, 1961].

The Committee are of the view that since the O.Y.T. Scheme would help to find additional funds for expansion, greater emphasis may be laid on the scheme in the Third Plan.

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would urge not only speedy construction of the buildings but also installation of the requisite equipment at a very early date so that the telephone capacity is effectively augmented without avoidable delay.

The Committee hope that decision in the matter will be expedited.

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The question of introducing O.Y.T. Scheme at other stations specially where there is a large pending demand is actively under consideration.

[D.G. P. & T. U.O. No. 29-5/61-B, dated the 3rd January, 1962].

In continuation of Government's earlier reply it is stated that for examining the question of introducing O.Y.T. Scheme at other stations, certain details pertaining to various telephone systems have been collected. The proposal is being considered taking into consideration

the reaction on the public on the O.Y.T. Scheme in general and the advantages to be gained with regard to additional revenues. Decisions are likely to be taken shortly. The Committee will be informed on the position shortly.

[D.G.P.&T. U.O. No. 29-5/61-B, dated the 25th February, 1963].

42 117 The inordinate delay in the decentralisation of Telephone Revenue Accounting Offices is regrettable. The Committee suggest that it may be completed expeditiously.

The implementation of the decision to decentralise Telephone Revenue Accounts Offices involved a number of staff problems, e.g., scales of pay, seniority, protection to permanent staff and others according to rules of recruitment etc., specially in view of the fact that the scales of pay were to be lowered due to down-grading the status of offices placed under the Circles, there were other questions of accommodation principally for offices and directly for staff. The questions have taken some time for settlement.

The Committee would urge that the Telephone Revenue Accounts Offices (North and Baroda) should be decentralised at a very early date.

The Telephone Revenue Accounts Offices, Central, Rajasthan and Bangalore have already been decentralised and shifted to Poona, Jaipur and Bangalore respectively. The Telephone Revenue Accounts Offices (North) and (Baroda) are still away from the Circles they serve. They are in the process of shifting to their respective Circles.

[D. G. P. & T. U. O. No. 29-5/91-B, dated the 25th October, 1961].

43 118 In view of the large number of complaints of overbilling, the Department may intensify checking and testing of the metres.

The complaints regarding overbilling of telephone dues pertaining to local calls for the year 1959-60 and 1960-61 were analysed and the results are tabulated below:

	1959-60.	1960-61.
Total number of working subscribers' meters (on the basis of average number during the year).	217,000	236,000
Total number of complaints about excess billing of local calls.	12,000	8,000

The Committee are glad to note that the number of complaints received by the Department regarding overbilling has come down to some extent in 1960-61 as compared to 1959-60. It is very likely that quite a number of them are not reported to the Department. Even those reported continue to constitute a large number. The Committee therefore feel that the Department should ensure that the standing instructions for regular checking of the meters, are strictly enforced.

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Number of complaints in which some defects were found in the meters 700 730

Percentage of number of complaints due to defective meters to the total number of meters 0.32% 0.31%

According to standing orders, the meters are to be regularly tested once in three months. By and large this is being done regularly in all large telephone exchange systems. A circular has been issued again bringing these instructions to notice. (See Appendix XVI).

It appears that the number of defective meters is very small and this is not the main reason for the complaints. Moreover, the work involved in more frequent testing is not likely to be commensurate with advantages to be gained. The matter is, however, being further investigated.

- 46 The Committee suggest that suitable provision may be made for the holding of meetings of the Telephone Advisory Committees in the rules and regulations for the conduct of business of these Advisory Committees.
- 128 The Committee suggest that the registration of abbreviated addresses may be simplified.
- 66 The Committee suggest that the procedure of registration of abbreviated addresses may be simplified.
- 170 The Committee suggest that the registration of abbreviated addresses are already under revision. The revised rules would also simplify the procedure.
- 71 The Committee suggest that the reasons for steep increase in the working expenses of the Telegraph Branch in the current year may be examined in detail and necessary steps taken to bring down the expenditure.
- [D. G. P. & T. U. O. No. 29-5/91-B, dated the 18th January, 1962].
- Instructions had been issued under our letter No. 6-14/58-PHC dated 10-3-58 that meetings of the Telephone Advisory Committee should be held at least once every quarter. These have now again been brought to the notice of the Heads of Telephone Districts and Circles vide our letter No. 18-11/61-PHC dated, 10-7-61 (copy enclosed). (See Appendix XVII).
- [D. G. P. & T. U. O. No. 29-5/91-B, dated the 27th December, 1961].
- The rules relating to registration of abbreviated addresses are already under revision. The revised rules would also simplify the procedure.
- [D. G. P. & T. U. O. No. 29-5/91-B, dated the 25th October, 1961].
- At the stage of factual verification of the data furnished in the draft 110th Report, a note containing Supplementary information showing break-up of the branch-wise figures of revenue and expenditure etc. as published in Appendix IX to 110th Report, was furnished. Kindly see
- The Committee hope that the Department is keeping a watch to ensure that the meetings of the Telephone Advisory Committees are being held at least once a quarter.
- The Committee hope that the rules for registration of abbreviated addresses will be revised soon so as to simplify the procedure.
- Please see comments on S. No. 25 (para 31) of the 110th Report included in Chapter I of this Report).

74 188 The Committee suggest that the question of adopting the technique of using booster transformers may be studied by the Railway Board in conjunction with the P. & T. Department and a decision taken expeditiously keeping in view the additional capital and recurring cost involved *vis-a-vis* the advantages that would be derived therefrom. In case it is found that aluminium sheathed cables would be preferably in the balance, urgent action may be taken to manufacture these cables and other accessories indigenously.

the Appendix and foot note below para 31 of 110th Report.

[D. G. P. & T. U. O. No. 29-5/91-B, dated the 3rd January, 1962]

The question of adopting the booster transformer technique has in the past been discussed in meetings with the Railways and they have agreed to the adoption of this technique in sections where large local telephone networks are affected. The question has again been referred to the Railways for further examination as regards its adoption as a general practice in future sections.

The requirements of aluminium sheathed cable or other special cables, as known at that time, were indicated to the Committee set up by the Ministry of Commerce and Industries some time back to examine the proposal for expansion of M/S Hindustan Cables Ltd.

[D. G. P. & T. U. O. No. 29-5/91-B, dated the 25th October, 1961].

The Committee hope that decision in the matter will be expedited.

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The Committee are not happy at the steep increase in the working expenses of the Wireless Branch during the current year. They suggest that the Department may undertake at an early date a study of the reasons for increase in the expenditure on general administration and operative charges with a view to see if some economies are possible consistent with maintenance of international standards. They also hope that the revenue receipts of the Branch would increase in proportion to the increase in its traffic handling capacity.

The study desired by the Committee is being undertaken.

[D. G. P. & T. U. O. No. 29-5/91-B, dated the 3rd January, 1962]

The Committee would stress upon the Department the need for effecting economy in the working of the Wireless Branch. Early action may be initiated on the study undertaken by the Department in this regard.

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The Committee are of the view that the scientific personnel working in the Telecommunications Research Centre may be given, as far as possible, the same benefits and privileges as are available to their counterparts working under the CSIR. The proposals submitted in this regard may therefore be considered sympathetically and an early decision taken thereon.

The P. & T. Department agrees with the view that the scientific and technical personnel working in the Telecommunications Research Centre should be given the benefits and privileges as are available to their counterparts working in the CSIR. The case is being pursued with the Ministry of Finance and the views of the Estimates Committee will be conveyed to them.

The Committee hope that decision in the matter will be expedited.

[D. G. P. & T. U. O. No. 29-5/91-B, dated the 9th February, 1962].

85 215 The Committee recommend that a quinquennial review of the research work done by the Telecommunications Research Centre on the lines of the C.S.I.R. may be undertaken by the P. & T. Department also. If necessary an expert from outside may be associated with such a review.

The recommendation is under consideration.
 [D. G. P. & T. U. O. No. 29-5/91-B, dated the 24th August, 1962].

The Committee hope that decision in the matter will be expedited.

220 In regard to breakdowns, the Committee would like the Department to examine how far laxity in supervision and inadequate or non-regular maintenance has been responsible for the steady deterioration in the situation during the last four years and take adequate remedial measures.

The causes of working hour losses due to breakdowns during the last four years for the different Circles have been examined. The figures referred to in the recommendation relate to loss of working hours due to complete breakdowns of alignments which happen as a result of natural causes like heavy rains, thundershowers, storms, floods etc. and as is well known overhead lines working telecommunication systems are greatly susceptible to breakdowns in such cases. It is unfortunate that incidence of such natural causes has been heavy during the last three years.

The Committee hope that close watch would be kept on breakdowns due to relaxation in supervision and inadequate or irregular maintenance of telecommunication equipment so as to take prompt remedial measures.

It may be mentioned that regular maintenance schedules are prescribed for all telecommunication lines. Separate statistics which would enable an analysis of the breakdowns of the types mentioned above in relation to the prescribed maintenance schedules are not available. Instructions are being issued to the Circles to maintain special statistics in respect of complete breakdowns on alignments hereafter so that the causes of such breakdowns can be fully analysed and examined in future.

[D.G. P. & T. U.O. No. 29-6/61-B,
dated the 27th December, 1961.]

113th Report

S. No. (as in Appendix II of the 113th Report)	Reference to para- graph No. of the Report	Summary of Recommendation/ Conclusion	Reply of the Government	Remarks
1	2	3	4	5
3	11	<p>The Committee urge that no further time should be lost in setting the question of selection of site for the future location of the Calcutta Workshop. Once the site is selected, all arrangements for the construction of buildings, installation of new machinery etc. may be expeditiously undertaken.</p>	<p>The suggestion of the Committee is noted. As a matter of fact the department has already taken up this question. One of the major difficulties in shifting the workshops would, however, be the difficulties of the employees in travelling from their homes in Calcutta to the new site which would necessarily be at some distance from Calcutta. It would also not be possible to provide residential accommodation at the new site for all the employees due to the existing austerity conditions.</p>	<p>The Committee would urge the Government to expedite decision on the long pending question of future location of the Calcutta workshop, so that adequate capacity is developed, as early as possible, to meet the increasing requirements of the Department.</p>
		<p>Further information called for by the Committee.</p> <p>The latest position as regards selection of site for the location of Cal-</p>	<p>[D.G. P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961].</p> <p>A Committee known as Telecommunication Stores Committee appointed for assessment of requirement and procurement of stores for</p>	

cutta Workshops and arrangement made for the construction of buildings, installation of new machinery etc. may please be stated.

[L.S.S. O.M. No. 34-EC/61, dated the 21st February, 1962].

the 3rd Five Year Plan has considered the question of shifting of the Alipore Workshops from its present location to a suitable site in order to achieve more production.

The question will be reviewed on receipt of the final report of the Committee.

[D.G. P. & T. U.O. No. 29-6/61-B, dated the 23rd April, 1962].

4 13 The Committee see no reason why if private architects can undertake to finish the construction of the new Bombay Workshop in 18 months, the C.P.W.D. should require more than twice this period. As the land for the new Workshop has already been acquired, every effort may be made to complete the construction work early and shift the Workshop there expeditiously.

The Committee would urge the Government to see that the time schedule for various types of work is adhered to, so that the workshop goes into production at the new site at the earliest.

*Following reply was received at the time of factual verification of the report.

In continuation of Government's earlier reply it is stated that a committee known as Telecommunication stores Committee appointed by the Government under the Chairmanship of Shri Jagdish Prasad, Member (D) to consider, *inter alia*, the total requirements of Telecommunication stores during the 3rd Plan period and to suggest their procurement methods has also considered the proposal of shifting of the Telegraph Workshop, Calcutta from its existing site to some other suitable site. After careful consideration of various factors, the Committee have recommended that the factory may continue in its present location but it should be modernised by construction of new multistoried buildings, installation of new machines and a layout conducive to better flow of material and increased efficiency. The report has been placed for consideration before the Telecommunications Sub Board of the P & T Board. The final decision on the recommendations of the Committee will be taken by the P & T Board shortly.

[D. G. P & T. U. O. No. 29-6/61—B, dt. 7. 2. 1963]

Further information called for by the Committee.

The position regarding the progress of works etc. may please be stated. The time schedule for completion of work and shifting of workshops to the new location as is presently known may also be stated.

[L.S.S. O.M. No. 34-EC/61, dated the 21st February, 1962].

[D.G. P. & T. U.O. No. 29-6/61-B, dated the 26th October, 1961].

M/s Master, Sathe and Kothari, a firm of private architect has been appointed for preparation of plans, working drawings, preliminary estimate for the Factory building, administrative block and amenities block. A time schedule for the above mentioned work has already been laid down as follows:—

Date	Item
9-4-62.	Preliminary sketches.
19-4-62.	Comments from P. & T.
26-4-62.	Finalised Preliminary drawings.
4-5-62.	Preliminary Estimate.
10-5-62.	Financial approval.
10-7-62 to 10-9-62.	Working drawings.
15-10-62.	Notice inviting tender for factory buildings.
15-11-62.	Notice inviting tender for remaining buildings.

A co-ordination committee consisting of representative of the P. & T. Department, C.P.W.D. authorities and

the Firm of Architect has been appointed to review the progress of the work.

[D.G. P. & T. U.O. No. 29-6/61-B, dated the 23rd April, 1962].

23 50 In view of the difficulties faced by the P. & T. Department in obtaining their stores requirements through D.G.S. & D. in time, which ultimately have the effect of retarding progress of works, the Committee suggest that the question of making purchases of a larger number of stores direct without the intervention of the D.G.S. & D. as in the case of the Railways, may be examined in detail by the P. & T. Department in conjunction with the Ministry of W.H. & S. and suitable remedial action taken.

The question of allowing the P. & T. Department to purchase more stores outside the agency of D. G. S. & D. was discussed in a meeting held with the D.G.S. & D. and representative of W.H.S. It will be pursued further with the Ministry of W.H.S.

[D.G. P. & T. U.O. No. 29-6/61-B, dated the 31st January, 1962].

The Committee hope that an early decision would be taken by Government in the matter.*

*Following reply was received at the time of factual verification of the report.

In continuation of Government's earlier reply it is stated that the case was taken up with the Ministry of Works Housing and Supply but so far they have not agreed to the proposals. The matter is to be discussed further with the D. G. S. & D. and the Ministry of Economic and Defence co-ordination.

(D. G. P. & T. U. O. No. 29-6/61. . B dt. 15-2-1963)

NEW DELHI-1;

Dated the 21st March, 1963.
Phalguna 30, 1884 (Saka).

H. C. DASAPPA,
Chairman,
Estimates Committee.

APPENDIX I

[Vide S. No. 13 of 110th Report in Chapter II]

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS AND TELEGRAPHS

No. PQ-9/61 QB (Est. Com.).

Dated, the 1st July, 1961.

To

All Heads of Circles (Postal).

SUB:—*Improvement in Rural Postal Services.*

In para 16 of the 110th Report (Second Lok Sabha) the Estimates Committee 1960-61, who were furnished with the statistical figures of the total traffic handled and the total number of complaints received under various heads during the years 1956 to 1959, observed that the total number of complaints is on the high side particularly in regard to delay in delivery of postal articles and in payment of money orders in rural areas.

2. The increase in the percentage of complaints, it is felt, has been partly due to the vast expansion in the rural facilities in the P&T Services and partly due to the deterioration in the standard of efficiency, inadequate inspection and supervision. Several measures including educating the masses through medium of posters, slogans imprinted on letters given out for delivery and production of short films etc., have been suggested from time to time to reduce the number of complaints. Instructions were also issued to tighten up supervision with a view to toning up the efficiency and also to scrutinise periodically the existing mail delivery and financing arrangements to improve delivery and payment of money orders by sanctioning additional overseers and revising the minimum and maximum cash balances in the post offices.

3. The position in your circle may kindly be reviewed and a report sent to this office, along with your suggestions for the solution of the issues raised by the Estimates Committee.

Sd/- K. RAMAMURTI,
Director of Complaints.

APPENDIX II

[Vide S. No. 63 of 110th Report in Chapter II]

List of forms for use in Branch Post Offices to be printed in regional languages.

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- | | | | |
|-------------|---|---|---|
| 1. Pa-4 | . | . | B.O. Slip |
| 2. Pa-5 | . | . | B.O. Journal |
| 3. Pa-6 | . | . | B.O. Account |
| 4. Pa-7 | . | . | Abstract of the transaction of a Branch office. |
| 5. MS—85 | . | . | Village Postman's register |
| 6. MS—86 | . | . | Village Postman's visit book |
| 7. MS—87 | . | . | Village Postman's book of receipt |
| 8. MS—87(a) | . | . | B.O. Book of receipts. |
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APPENDIX III

[Vide S. No. 9 of 111th Report in Chapter II]

Copy of letter No. 29-3/61-PLG-I dated 10th May, 1961 from DG P&T New Delhi addressed to All Heads of Circles etc.

SUBJECT: *Training of Extra-Departmental Agents.*

In accordance with the instructions contained in this office letter No. PLG. 98-26/55 dated 25-5-1957, Extra Departmental Agents are to be "briefed" for their work by Inspectors of Post Offices and are also required to pick up the work by under-study at the nearest Branch Office, before their appointment in the Department. The "Committee of Enquiry on Extra-Departmental System", 1958, who have gone into the matter in detail, have expressed the opinion that the instructions referred to above are not perhaps followed strictly or seriously. They have recommended that as a systematic measure the Mail-Overseers should stay at-least for five days in each newly opened office and ensure that the Branch Postmaster understands and performs the work with ease; the Mail-Overseers should also visit a Branch Office when there is a change in the incumbency and give similar instructions to new branch postmasters. The Committee has also recommended that the new Branch Postmaster should be advised to read the "Rules for Branch Offices" every now and then and follow the instructions strictly. The Govt. have accepted this recommendation as already intimated to Circles *vide* item 15 of Annexure-I to this office letter No. 5-2/60-Committee dated 24-1-1961. It has already been emphasised therein that the decision on the recommendations of the Committee, as accepted by the Government should be implemented as early as possible.

2. The matter has further been considered recently by the Estimates Committee of the Parliament, 1960-61. They have recommended that the Department should ensure that orders regarding training of Extra Departmental staff are strictly complied with and that every extra-departmental Agent has a good working knowledge of the Rules, rates, procedure, etc., before he is allowed to assume full charge of his office. They have further held that Inspectors of Post Offices visiting Branch Offices should make sure that the staff have knowledge of up-to-date rules etc. and that they should comment specially on this aspect in their Inspection Reports. You are

requested to bring these instructions into action forthwith. This is in addition to the "briefing" of Extra Departmental Agents by Inspectors of Post Offices as stipulated in this office letter dated 25-5-1957 referred to in para 1 above.

3. The receipt of this letter may please be acknowledged.

APPENDIX IV

[Vide S. No. 21 of 111th Report in Chapter II]

Copy of letter No. PQ. 9/61-QB (Est. Com.) dated 1-7-1961 from D.G. P&T New Delhi addressed to All Heads of Circles (Postal)

SUBJECT: *Improvement in Rural Postal Services.*

In para 16 of the 110th Report (Second Lok Sabha) the Estimates Committee 1960-61, who were furnished with the statistical figures of the total traffic handled and the total number of complaints received under various heads during the years 1956 to 1959, observed that the total number of complaints is on the high side particularly in regard to delay in delivery of postal articles and in payment of money orders in rural areas.

2. The increase in the percentage of complaints, it is felt, has been partly due to the vast expansion in the rural facilities in the P.&T. Services and partly due to the deterioration in the standard of efficiency, inadequate inspection and supervision. Several measures including educating the masses through medium of posters, slogans imprinted on letters given out for delivery and production of short films etc. have been suggested from time to time to reduce the number of complaints. Instructions were also issued to tighten up supervision with a view to toning up the efficiency and also to scrutinize periodically the existing mail delivery and financing arrangements to improve delivery and payment of money orders by sanctioning additional overseers and revising the minimum and maximum cash balances in the post offices.

3. The position in your Circle may kindly be reviewed and a report sent to this office along with your suggestions for the solution of the issues raised by the Estimates Committee.

APPENDIX V

[Vide S. Nos. 43-44 of 111th Report in Chapter II]

Copy of letter No. 18/14/61-D dated 3-5-61 from D.G.P.&T. to All Regional Directors, R.M.S. The P.M.Gs. Calcutta/Patna and Directors, P.&T. Cuttack/Shillong, copy to all Heads of Circles etc.

SUBJECT: Due Mail and Sorting lists—Compilation of.

The Estimates Committee have bitterly criticised the delay in issue of Due Mail and Sorting lists. Instructions were issued in the past that Due Mail lists should be issued every year and sorting lists once in three years. Instructions have also been issued on the various recommendations of the R.M.S. Committee on the subject. The Estimates Committee have had occasion to observe that the instructions issued by this office have not been properly implemented. An extract of paras 94—97 from the 111th Report of the Estimates Committee (2nd Lok Sabha) is enclosed for information.

It is therefore reiterated that the Due Mail lists should be issued once in every year. As they are issued every year more time and labour can be saved if they are issued cyclostyled and not printed. So as to enable corrections to be pasted clearly, it will be desirable to cyclostyle the Due Mail lists on one side of the page. Sorting lists may be issued printed once in three years. So as to ensure that every section and Mail office has got an upto-date Sorting list it will be necessary to draw up a programme of compilation of Sorting lists and to strictly follow it.

*The Due Mail and Sorting lists which are at present issued by the Divisional Superintendents R.M.S. will continue to be issued by them. A report as to how the work of compilation of Due Mail and Sorting lists is progressing with the new cadre compilation inspectors in Circle Offices may kindly be sent by the end of November 1961, so as to enable this Directorate to examine if the work at present done in R.M.S. Divisional offices can also be taken over. The report *inter alia*, may contain information whether the work can be taken over by the existing strength of Compilation Inspectors or whether additional posts would be required. In the latter event, full justification therefor may be worked out in accordance with the recommendations of the Estt. Standards Committee and furnished to this

*For Regional Directors only.

office. The staff at present utilised for the work in R.M.S. Divisional Offices and thus would be rendered surplus may also kindly be indicated.

Kindly acknowledge receipt.

Sd/- S. M. GHOSH,
Director (R.M.S.).

APPENDIX VI

[Vide S. No. 46 of 111th Report in Chapter II]

Copy of letter No. 16-1/61-D dated 3-5-61 from D.G.P.&T. to All Heads of Circles, The Regional Directors R.M.S., Bombay, Madras, Lucknow.

SUBJECT: *Improvement in Sorting arrangements—Better Supervision.*

An extract from the recommendations of the Estimates Committee is reproduced below for information and guidance:

“Effective supervision should be ensured with a view to improving Sorting arrangements. Random sample checking may be carried out to ensure that sorting is being done correctly. Similarly, post offices might be asked to report about postal articles wrongly sent to them. When defects or wilful negligence of duty is noticed, effective action may be taken.”

2. Instructions have been issued from time to time to check delays and missendings in a systematic manner. This office letter No. even dated 24-2-61 refers.

3. The Post Offices are also according to Rules to report missendings in an error extract to the Supervising officer concerned. Care however needs to be taken that issue of error extract does not become merely a matter of routine and formality and effective action is taken to set the matters right.

4. The recommendations of the Estimates Committee may therefore be read with this context in view and suitable instructions issued to all concerned.

Sd/- S. M. GHOSH,

Director, R.M.S.

APPENDIX VII

[*Vide S. No. 3 of 112th Report in Chapter II*]

Copy of letter No. 21-16/59-TP dated 27-9-60 from D.G.P.&T. to the G.M.Ts., D.M.Ts. & other Heads of Circles

SUBJECT: *Auto Equipment programme for the Third Five Year Plan.*

On the basis of the allocations made by the Planning Commission and also other resources available to the Department, total of 2,50,000 lines M.A.X. Equipment supply is envisaged during the Third Plan period. In order that this supply is taken and utilised, Auto Equipment programme for 3 lakh lines has been drawn up, the details of which are appended. The programme enclosed is only a broad outline of the equipment proposals as can be visualised at this stage. Modifications to the programme may be necessary due to unforeseen circumstances. There may be difficulties in acquisition of sites, construction of buildings etc. The programme will be reviewed periodically. Every year a detailed programme will be drawn up taking all the relevant factors into consideration. It is, however, not possible at this stage to consider inclusion of any other scheme, either for expansion or automatization for want of resources. It may be possible at a later date to consider new proposals in substitution of the those included in the enclosed programme, depending on the progress on the schemes and special reasons for new ones. Heads of circles are requested to see that the schemes concerning them are constantly reviewed so that all possible action to expedite them is taken in time.

Kindly acknowledge.

Sd/- K. D. VAIDYA,

Deputy Chief Engineer (X).

APPENDIX VIII

[Vide S. No. 13 of 112th Report in Chapter II]

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS AND TELEGRAPHS

No:—86-6/61-PHB. Dated: *New Delhi the 22nd December, 1961.*

To

All Postmasters General;
General Managers, Telephones,
Bombay, Calcutta and New Delhi;
District Manager, Telephones,
Madras;
All Directors of Posts and Telegraphs.

SUBJECT: *Opening of Public Call Offices at Private Premises.*

In this office circular letter No. 9-41/58/PHC dated the 25th August, 1959 it was stated that Heads of Circles and Telephone Districts should take early action to open Public Call Offices at private premises in as large numbers as can conveniently be given with a view to extend the benefit of telephone to as wide a public as possible. It is noted however, that sufficient numbers of Public Call Offices have not been installed due to shortage of exchange capacity and also of coinbox instruments.

Special attention should be given to installation on priority of Public Call Office at private premises which are suitable and are easily accessible to the general public in such a way as to distribute the Public Call Offices within easily accessible distances. While there is a shortage of coin-box instruments, high priority may be given to those who opt to take private P.C.Os with ordinary instruments in measured rate areas.

Sd/- RAMA KANT,
Director of Phones (E).

APPENDIX IX

[Vide S. No. 14 of the 110th Report in Chapter III]

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS AND TELEGRAPHS

No. PQ. 11/61-QB

Dated New Delhi the 9th June, 1961.

To

All Heads of Circles &
Administrative Offices.

SUBJECT: *Expeditious disposal of public complaints.*

In the 110th Report (Second Lok Sabha) the Estimates Committee 1960-61 have expressed the view that the time taken for the disposal of public complaints is excessive and needs to be reduced by simplifying the procedure.

2. While examining the above question, it has been observed that the delay in the disposal of the public complaints is not due so much to the need for simplification of the procedure (the present procedure is simple enough) as to failure on the part of offices to follow scrupulously the procedure laid down for the disposal of public complaints. Detailed instructions were issued in this regard in this office Memo. No. QB 33/2/49 dated the 8th November, 1949, and these instructions have been amended from time to time. With a view to expediting the disposal of public complaints, special attention should be paid to the following points:—

- (i) Complaints should be acknowledged invariably on the date of their receipt;
- (ii) References relating to public complaints should be disposed of within 48 hours of the receipt;
- (iii) The Complaints Branch of Divisional Offices should be punctually inspected every month by the Divisional Superintendents;
- (iv) In regard to complaints relating to non-payment of money orders, action should be taken for the issue of duplicate Money Orders as soon as the offices of issue and pay-

ment confirm the non-payment instead of waiting for further confirmation from the Audit Offices;

- (v) Prompt attention should be paid to search bills which should be despatched by the first mail by all offices receiving them, as required under Rule 210 of P&T Manual Volume V; and
- (vi) In the case of non-receipt of replies to references relating to public complaints, regular reminders should be issued at periodical intervals and the matter should be taken up demi-officially, and, if necessary, by a telegram wherever there is inordinate delay in getting the replies. Special attention is required to be paid to the reminder diaries maintained in the Complaint Branch.

The measures suggested above are by no means exhaustive and are intended only as a rough guide to expedite the disposal of public complaints. The main objective should be to dispose of all complaints within a month of their receipt. This can be achieved only if a target date is fixed for the disposal of each complaint and strict supervision is maintained to ensure that the complaint is disposed of within the target date.

Sd/- Dir. Complaints.

APPENDIX X

[Vide S. No. 25 of 110th Report in Chapter III]

STATEMENT I

Statement of the Profit and loss working of each branch of the Indian Posts and Telegraphs Department for the year 1960-61.

	Post Office	Telegraphs	Telephones	Radios	Total
Working Expenses	41,22,54,370	8,13,39,052	15,50,77,332	18,29,971	65,05,00,725
Dividend to General Revenues	32,90,283	1,69,21,061	2,15,45,810	5,76,504	4,23,33,658
Total Expenditure	41,55,44,653	9,82,60,113	17,66,23,142	24,06,475	69,28,34,383
Gross receipts	40,78,24,712	9,80,18,404	26,42,22,460	14,04,808	77,14,70,384
Profit (+) Net $\frac{\text{---}}{\text{---}}$ for the year	(-)77,19,941	(-)2,41,709	(+)8,75,99,318	(-)10,01,667	(+)7,86,36,001
Loss (-)					
Appropriation to Renewals Reserve Fund	10,00,000	1,00,00,000	6,74,36,001		7,84,36,001
Balance	(-)87,19,941	(-)1,02,41,709	(+)2,01,63,317	(-)10,01,667	(+)2,00,000
Appropriation to P. & T. Development Fund					1,00,000
Appropriation to Revenue Reserve Fund					1,00,000

STATEMENT II (of Appendix X)

Statement showing the Appropriation to and from the renewals Reserve Fund of the Posts and Telegraphs Department during the year ended 31-3-1961 (upto March, 61 Supplementary) and the balance at the Credit of the Fund at the commencement and end of the year.

Branch	Balance on 1-4-60	Amount appropriated from Revenue Account	Interest on the balance at the credit of the R.R. Fund	Amount appropriated from the Fund	Balance on 31-3-1961
(1)	(2)	(3)	(4)	(5)	(6)
Post Office	49,76,572	10,00,000	1,84,996	5,89,232	55,72,336
Telegraphs	3,65,62,932	1,00,00,000	13,79,910	58,19,992	4,21,22,850
Telephones (including Telephone District)	8,11,75,925	6,74,36,001	39,54,558	82,44,001	14,43,22,483
Radio	22,63,296	..	59,328	12,02,875	11,19,740
TOTAL	12,49,78,725	7,84,36,001	55,78,792	1,58,56,100	19,31,37,418

APPENDIX XI

[Vide S. No. 53 of 110th Report in Chapter III]

Year	Expenditure incurred in employing WLIs and WLIs.	Total No. of radio licenses issued	No. of radio licenses without licenses	No. of radio licenses detected with expired licenses	Approx. total revenue realised in Col. 4 and 5	Total Revenue realised on Column 3.
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	Rs.				Rs.	Rs.
1957-58	6,97,589.98	13,84,827	13,710	9,343	9,87,895	2,18,94,637
1958-59	7,50,392.81	17,14,401	12,513	11,850	9,89,967.50	2,61,82,074
1959-60	9,41,363.13	20,46,649	19,628	16,004	15,52,995	2,99,69,324

APPENDIX XII

[Vide S. No. 27 of 111th Report in Chapter III]

Recommendation of the Inter-Departmental Committee set up to Examine the Working of Foreign Post Offices

No Head of Posts & Telegraphs Circle was in favour of sending out arrival notices to all the addressees, on the first arrival of their parcels. Even the Collectors of Customs felt that this would not be necessary.

Under the existing procedure, notices of call are issued to the addressees by the Customs as soon as their parcels are detained by them. Where such a detention is not considered necessary, the parcels are released after assessment shortly after the receipt of mails. The Committee has, in the earlier paragraphs, prescribed norms for various operations of duty in connection with the preparation of parcel bills by the Post office and sheet assessment and first appraisalment by the Customs. Once these are adopted, the addressees should be able to get either their parcels or notices of call within a week from the date of receipt of the mails. In the case of the United Kingdom, of course, the notices of call will reach the addressees even before the arrival of the mails. The Committee having gone into this very carefully find that even if the recommendation of the Estimates Committee of Parliament is accepted and the Post Office issue intimations, they cannot reach the addressees much earlier. Further, any attempt to issue arrival notices in respect of parcels that are shortly to be released will, apart from adding to the delays in release, prove to be wasteful. The Committee are, therefore, of the view that the existing practice of issuing notices of call only in respect of detained parcels is quite satisfactory and needs no modification.

APPENDIX XIII

[Vide S. No. 10 in Chapter IV]

Statement showing further information in continuation of Government's earlier reply to the recommendations of the Estimates Committee contained in their 110th Report on the Posts and Telegraphs Directorate

Sl. No. (as in Appx. XVI of the 110th Report)	Reference to Para No. of the Report	Summary of Recommendation/Conclusion	Reply of the Government
(1)	(2)	(3)	(4)
10	13	Considering that the Posts & Telegraphs Directorate is located in a compact building the present strength of 50 Daftries/Jamadars and 157 peons appears to be excessive and need reduction.	In continuation of Government's earlier reply it is stated that at present one Daftry is generally provided for two Sections and even with this arrangement the present strength falls short of our requirements by 5 posts. Similarly Jamadars have at present been sanctioned—one each for Director-General, Member (Operation) and Member (Telecomm. Development). The number of these posts is also less than the number which should have been sanctioned in consequence of the formation of the P. & T. Board. In fact every Member of the P. & T. Board is entitled to the services of one Jamadar.

At present there are 163 sanctioned posts of peons in the P. & T. Directorate. On the introduction of messenger Service System, the following standards are normally followed for allotment of peons.

1. For officer of the rank of D.D.G. & above 1 peon each.

2. For officers of the rank of ADG/ACE and above but below D.D.G. ½ peon each.

3. For each normal Section ½ peon each.

(For special Sections such as CR, Issue etc., peons have been allotted according to actual requirements).

According to the above standards, the justified requirements of Peons in the P. & T. Directorate comes to 167 : there is thus a shortage of 4 posts of Peons.

The position with regard to Daftries and peons in some other offices has also been ascertained and the percentage of Daftries and Peons to the Class III staff in those offices and the percent ge in the P. & T. Directorate compares as follows :—

Office	Percentage to Class III staff
(i) <i>Daftries</i>	
D.G. Civil Aviation	8.4
D.G. Supplies & Disposals	10.0
P. & T. Directorate	7.6
(ii) <i>Peons</i>	
D.G. Civil Aviation	20.0
Railway Board	18.0
P. & T. Directorate	16.0

There is, as such no scope for any reduction in the strength of Daftries, Jamadars and Peons in the P. & T. Directorate.

(D. G. P. & T. U.O. No. 29-3/61-B, dated 16-3-1963).

APPENDIX XIV

[Vide S. No. 26 of 110th Report in Chapter IV]

Statement showing Revenue and Expenditure of Telegraph Branch.

(Figures in lakhs of Rs.)

	48-49	49-50	50-51	51-52	52-53	53-54	54-55	55-56	56-57	57-58	58-59	59-60
Total Revenue as per Profit & Loss Account (A)	6,24	5,90	5,95	6,12	6,25	6,01	6,16	6,70	7,69	8,24	8,26	9,10
Trading Expenditure (excluding Interest and contribution to R.R. Fund (B)	3,79	3,78	4,31	4,59	5,04	5,37	5,49	6,00	6,32	6,19	6,53	6,77
Add contribution to R.R. Fund	27	27	27	27	27	34	47	47	30	60	70	1,00
Interest	58	56	58	60	64	69	75	85	95	1,03	1,00	1,22
Total Expenditure (C)	4,64	4,61	5,16	5,46	5,95	6,40	6,71	7,32	7,57	7,82	8,32	8,99
Percentage of Trading Expenditure (B) to Revenue (A)	60.73	64.06	72.43	75.00	80.64	89.35	89.12	89.55	82.18	75.12	79.05	74.39
Percentage of Total Expenses (including contributions to R.R. Fund and Interest) (C) to Revenue (A)	74.35	78.13	86.72	89.21	95.20	106.48	108.92	109.25	98.43	94.90	100.72	98.72

APPENDIX XV

[Vide S. No. 26 of 110th Report in Chapter IV]

Statement showing Revenue and Expenditure of Telephonic Branch.

(In lakhs of Rs.)

	48-49	49-50	50-51	51-52	52-53	53-54	54-55	55-56	56-57	57-58	58-59	59-60
Total Revenue as per P. & L. Accounts	6.47	7.70	9.09	9.66	10.55	11.53	12.39	14.42	16.31	18.39	20.03	21.96
LESS O.Y.T. collections	1.37	89	62	41	76	45	72	74	66	99	71
Balance	6.47	6.33	8.20	9.04	10.14	10.77	11.94	13.70	15.57	17.73	19.04	21.25
ADD portion of O.Y.T. collections allocable as Revenue for the year	*	7	11	14	16	20	23	26	30	33	38	42
Total Revenue (A)	6.47	6.40	8.31	9.18	10.30	10.97	12.17	13.96	15.87	18.06	19.42	21.67
Trading expenses (excluding R.R.F., T.D.F. & Interest (B)	3.06	3.50	345	4.56	5.36	6.39	6.74	7.59	8.37	9.42	10.38	11.63
ADD contribution to T.D.F.	1.37	89	62	41	76	45	72	74	66	99	55
Contribution to R.R.F.	39	39	39	43	43	61	74	84	91	1.43	1.68	3.44
Interest	36	43	53	62	77	83	1.01	1.17	1.32	1.50	1.75	1.93
Total Expenses (C)	3.81	5.69	5.26	6.23	6.97	8.64	8.94	10.32	11.34	13.01	14.80	17.55
Percentage of Trading Expenses (B) to Revenue (A)	47.29	54.68	41.51	49.67	52.03	58.24	55.38	54.36	52.74	52.15	53.45	53.66
Percentage of Total Expenses (C) to Revenue (A)	59.88	89.90	63.29	67.86	67.66	78.76	73.45	73.92	71.45	72.03	76.21	80.98

*O.Y.T. Scheme was introduced in 49-50 only.

APPENDIX XVI

[Vide S. No. 43 of 112th Report in Chapter IV]

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS AND TELEGRAPHS

No. 87-1/61-PHB.

Dated: New Delhi, the 4th January, 1962.

To

All Heads of Circles and Telephone
Districts (Except D.P.S., New Delhi).

SUBJECT: *Routine testing of meters in telephone exchanges.*

Your attention is invited to para 2(a) of instructions contained in this office circular letter No. PHA. 35-39/52 dated 12-3-56 regarding routine testing of telephone subscribers' meters wherein it is laid down that the subscribers' meters should be normally routine tested once in three months and also that in case however complaints are received about a particular subscriber's meter, it should be tested more oftener, if considered necessary.

2. It is emphasized that these instructions should be followed carefully so as to reduce the number of complaints due to excess or wrong metering. All concerned may be suitably instructed.

3. The receipt of this letter may please be acknowledged.

K. V. DURGA DAS,

Assistant Deputy Director General (PHB).

APPENDIX XVII

[Vide S. No. 46 of 112th Report in Chapter IV]

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS AND TELEGRAPHS

No. 18-11/61-PHC

Dated: New Delhi, the 10th July, 1961.

To

All Heads of Circles and Telephone Districts
(with spare copies for D.E.Ts. etc.)

SUBJECT: *Telephone Advisory Committees—Holding meetings thereof*

Reference is invited to Para (6) of this Office Circular letter No. 6-14/58-PHC dated the 10th March, 1958 on the subject mentioned above in which it has been stated that meetings of Telephone Advisory Committees should be held at least once in every quarter. It has, however, been noticed that the meetings at certain stations are not being held for very long periods for the reasons that there are no connections to be allotted.

2. The Estimates Committee of the Parliament have adversely commented upon not holding of the meetings for this reason. It is, therefore, considered desirable that meetings of Telephone Advisory Committees should be held at least once every quarter (even if there are no connections to be given), to discuss other matters such as efficiency of the telephone service, steps required to be taken to effect cooperation and coordination between the public and the department, etc.

3. The receipt of this letter may kindly be acknowledged.

Sd/- RAMA KANT,
Director Phones (E).

APPENDIX XVIII

Analysis of the action taken by Government on the recommendations contained in the 110th, 111th, 112th, and 113th Reports of the Estimates Committee on Posts and Telegraphs Department .

	110th Report	111th Report	112th Report	113th Report
1. Total number of recommendations contained in the Report	65	58	88	31
2. Recommendations that have been accepted fully by Government (S. Nos. as per recommendations in Chapter II)	1, 4, 5, 13, 18, 19, 21, 23, 27—29, 32—42, 45—47, 49, 52, 54, 55, 57, 59—61, 63 and 65	1, 3-7, 9, 11-15, 17-19, 21—26, 28, 29, 30, 36, 39, 41, 43—54, and 58	3, 4, 10, 12-14, 16, 17, 19, 20, 21-25, 27, 29-36, 38, 40, 44, 47-51, 53-63, 65, 67-70, 72, 73, 77, 79-83, 86 & 87	6-8, 10-20, 22, 25-29
Number	35	40	58	21
% of total	53.9	69.0	66.0	67.7
3. Recommendations accepted by Govt. in part or with modifications (S. Nos. as per recommendations in Chapter III).	6, 9, 14, 15, 20, 22, 24, 25, 31, 43, 48, 50, 51, 58 and 62	8 and 38	41, 45, 52, 64 and 76	—
Number	15	2	5	..
% of total	23.0	3.4	5.6	—
4. Recommendations not accepted by Govt. but replies in respect of which have been accepted by the Committee (S. Nos. as per recommendations in Chapter III).	2 (ii), 3, 11, 30, 44, 53, and 64	10, 16, 20, 27, 33, 35, 40, 42, and 55	15, 18, 26, 28, 37, 39, 45 and 75	2, 5, 9, 21, 24, 30, and 31
Number	6½	9	7	7
% of total	10.0	15.5	8.0	22.6

	110th <i>Report</i>	111th <i>Report</i>	112th <i>Report</i>	113th <i>Report</i>
Recommendations in respect of which replies of Govt. have not been accept- ed by the Committee (S. Nos. as per re- commendations in Chapter IV).	2 (i), 7, 8, 10, 12, 16, 17, 26 and 56	2, 31, 32, 34, 37, 56 and 57	1, 2, 5, 6, 7, 8, 9, 11, 42, 43, 46, 66, 71, 74, 78, 84, 85, and 88	3, 4, and 23
Number	8½	7	18	3
% of total	13.1	12.1	20.4	9.7

