

# COMMITTEE ON PETITIONS

(FIFTH LOK SABHA)

## FOURTH REPORT

[Complaints regarding over-billing and working of  
S.T.D. system on Delhi Telephones]

*(Presented on the 23rd May, 1972)*



**LOK SABHA SECRETARIAT  
NEW DELHI**

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OF THE COMMITTEE ON PETITIONS(SLS)

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COMPOSITION OF THE COMMITTEE ON PETITIONS  
(1971-72)

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SECRETARIAT

Shri B. K. Mukherjee—*Deputy Secretary*  
Shri J. R. Kapur—*Under Secretary.*

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\*Nominated with effect from 16-6-1971 vice Shri K. Lakkappa resigned from the Committee with effect from 1-6-1971.

# **FOURTH REPORT OF THE COMMITTEE ON PETITIONS**

**(FIFTH LOK SABHA)**

## **INTRODUCTION**

1. The Chairman of the Committee on Petitions, having been authorised by the Committee to present the Report on their behalf, present this Fourth Report of the Committee to the House on the representations regarding alleged defective S.T.D. Circuit on Delhi Telephones and excessive telephone bills issued by that Department.

2. The Committee considered the matter at their sittings held on the 8th December, 1971, 20th January, 22nd March, and 18th May, 1972.

3. The Committee took oral evidence of the representatives of the Ministry of Communications (Directorate General of Posts and Telegraphs) at their sitting held on the 20th January, 1972. The Committee wish to express their thanks to the Secretary, Ministry of Communications, and other officers of the Directorate General of Posts and Telegraphs for placing before them the material and information they wanted in connection with the examination of the subject.

The Committee also took oral evidence of the Petitioners, namely Sarvashri Mahabir Prasad Gupta, Amar Singh and others at their sitting held on 22nd March, 1972.

4. The Committee considered their draft Report at their sitting held on the 18th May, 1972 and adopted it.

5. The observations|recommendations of the Committee on the representations have been included in this Report.

## A. Petitioners' Grievances and Prayer

1.1. Shri Amar Singh, Qutab Road, New Delhi submitted a representation for removal of alleged defective S.T.D. (Subscriber Trunk Dialing) circuit on Delhi telephones. Subsequently, Shri Jyotirmoy Bosu, M.P., forwarded another representation signed by Shri Mahabir Pershad Gupta, President of an association termed as Anti Corruption Committee, Chandni Chowk, Delhi and several other telephone subscribers in Delhi, complaining against excessive telephone bills issued by the Delhi Telephones Department and other grievances of the subscribers against that Department.

1.2. In his representation, Shri Amar Singh had *inter alia* submitted that due to defects in S.T.D. Circuit on local telephones, telephone subscribers got heavy bills for payment and no telephone owner allowed the public to use his telephone even in emergency. He had requested that S.T.D. Circuit should be removed from the local telephones in public interest and it might be given only to those who demanded it in writing.

1.3. In their representation, Shri Mahabir Pershad Gupta and others had submitted *inter alia* as follows:—

“That your humble petitioners have been vainly drawing the attention of the authorities to the plights of the telephone subscribers of Delhi and the mismanagement, corruption and irregularities in the Telephones Department. They have made various representations and have also met the Communication Minister and the Director General of Posts and Telegraphs in this respect without any result.

That the subscribers get inflated bills for calls which they have not made. Innumerable are the instances when the bills 10 to 12 times higher than the usual periodic charges are charged i.e. average bill Rs. 250/- and inflated bill Rs. 3,250. More than 7000 such cases are pending at present.

Besides, mismanagement in the Telephones Department, the subscribers are victims of corrupt Telephone Staff who tamper with their lines and indulge in other malpractices.

**That the Delhi Telephone authorities refuse to evolve any system of investigating the cases of inflated bills pleading that if they do so they might be flooded with huge number of claims.**

**That your humble petitioners submit the following suggestions:**

- (i) **Strict control on members of the staff and better procedure to check the corruption and mismanagement.**
- (ii) **A pet reason for inflated bills given by the Department pertains to the subscriber trunk dialing facility (S.T.D.) There is no other way to stop the misuse of the same by the staff except, installation of meters at subscriber's premises.**
- (iii) **Sound procedure to investigate complaints of inflated bills on the basis of the average of previous three quarterly bills.**
- (iv) **Interim relief pending investigation. The subscriber may be permitted to deposit an amount equivalent to an average of three or more previous bills till the investigation into inflated bills.**
- (v) **Adequate notice to unwary subscribers and victims of inflated bills by registered post.**
- (vi) **Prompt attention to all matters connected with the subscribers including the refund of excess amount charged.**
- (vii) **Billing system of the Department is very defective. It should be based on the system of Electricity Bills.**
- (viii) **For the avoidance of S.T.D. facilities, no recurring charges should be made except the installation charges.**
- (ix) **Subscribers thus harassed by the Department should be compensated and official found guilty should be punished."**

**The petitioners had prayed for "the appointment of a Committee of Enquiry comprising experts, members of the public and the subscribers, to go into the causes of the inflated bills, corruption and mismanagement in the Telephones Department and to suggest ways and means to rectify the defects and save the subscribers from the clutches of bureaucracy, red taps and corruption."**

**B. Factual comments of the Ministry of Communications (Directorate General of Posts and Telegraphs) and oral evidence before the Committee.**

**I. S.T.D. Circuit on Local Telephones**

1.4. During the course of oral evidence before the Committee, Shri Amar Singh stated that initially the subscribers had taken telephones for local calls only and it was the Government who had thrust the S.T.D. circuit on them.

1.5. In their written comments furnished to the Committee, the Directorate General of posts and Telegraphs stated *inter alia* as follows:—

“S.T.D. Working was introduced in Delhi, in the year 1962, between Delhi and Agra. Since then, the growth of S.T.D. service has been quite phenomenal, as will be seen from the table below:—

Delhi To	Year of Opening	Incoming circuits	Outgoing circuits
1 Jaipur	Sept. 1964	40	29
2 Kanpur	Jan. 1965	60	59
3 Patna	July 1965	22	20
4 Lucknow	Aug. 1965	50	46
5 Meerut	Feb. 1966	40	34
6 Simla	Nov. 1966	16	14
7 Ahmedabad	April 1967	14	14
8 Jammu	September 1967	20	14
9 Srinagar	November 1967	19	19
10 Hapur	March 1970	21	13
11 Amritsar	September 1971	29	24

With the introduction of S.T.D., the growth of trunk traffic has been spectacular. The number of calls in S.T.D. has risen to about 30 to 40 times the number which was put through on manual trunks, prior to the introduction of S.T.D. This phenomenal growth in S.T.D. traffic has caused some congestion in S.T.D. routes since the number of long distance circuits provided between Delhi and various cities soon become inadequate to



carry the traffic. Periodically more trunk circuits are being added to relieve the congestion.

The total effective calls handled by the STD exchange is of 30,000 per day."

## II. Excess Metering Complaints

1.6. It was alleged in the representations that the telephone subscribers got inflated bills for calls which they had not made and that there were innumerable instances when bills ten to twelve times higher than the usual ones were issued. More than 7,000 such cases were alleged to be pending then.

1.7. During the course of oral evidence, it was submitted before the Committee that in one particular case, where the normal bill for a quarter was Rs. 500|-, the subscriber received a bill for Rs. 27,500. In another case, a subscriber, who's bill average Rs. 500 received a bill of Rs. 20,000|-. If a subscriber could not pay such huge amount, his telephone was disconnected. The petitioners also submitted a list of 33 cases (See Appendix I), in which many times inflated telephone bills, as compared to their normal bills, had been sent to the subscribers.

1.8. In this connection, the Directorate General of Posts and Telegraphs furnished a statement indicating the position and disposal of all these 33 cases of alleged excessive telephone bills which is given at *Appendix II*.

1.9. In their written note, the Directorate General of Posts and Telegraphs stated that the position regarding excess metering complaints received in the office of the General Manager, Delhi Telephones, were as follows:—

Year	No. of Complaints
1968-69	4436
1969-70	5823
1970-71	5404
1971-72 (April-June)	1981
(July-Sept.)	2465
	4446

Figures of rebates allowed (Number of cases).

Year	No. of cases of rebate allowed
1968-69	180
1969-70	67
1970-71	207
1971-72 (April-June)	120
(July-Sept.)	105

It will be observed that out of the total bills issued there is complaint for 0.1 per cent of the bills issued. Out of the complaints received, rebate has been given in 3.3 per cent cases."

1.10. In reply to an *Unstarred Question (No. 2670)* answered in Lok Sabha on the 12th April, 1972, the Minister of Communications stated that the total number of telephone calls overbilling cases reported to Government so far, during the last three years in the country was 2,14,220 and in respect of Delhi, 20160.

1.11. During the course of oral evidence, the Committee pointed out that the Directorate General of Posts and Telegraphs, in their note regarding excess metering complaints, had stated that refund had been given only in 3.3 per cent cases and asked about the disposal of remaining 96.7 per cent cases. The representative of the Posts and Telegraphs Department stated that in most of the cases, no sudden spurt in calls was found.

1.12. In response to a question, the representative of the Directorate General of Posts and Telegraphs informed the Committee that they were receiving 800 to 850 complaints of excess billing per month in Delhi. He added that the Delhi Telephones was receiving the largest number of complaints of inflated bills. This might be due to Delhi having the largest number of S.T.D. routes.

1.13. The Committee enquired whether the complaints of excess metering related to any particular Telephone Exchange of Delhi Telephones. The Directorate General of Posts and Telegraphs informed the Committee that there was a variation of incidence of complaints in different exchanges. A statement showing the num-

ber of complaints exchange-wise for the period April, 1971 to June, 1971 was as under:—

(The capacities of these exchanges were different and hence no comparison may be drawn between exchanges.)

Exchange	April, 71	May, 71	June, 71	Total
Delhi Gate	97	137	118	352
Connaught Place	45	39	32	114
Jor Bagh	89	98	98	285
Tis Hazari	57	51	53	161
Shahdara & G. Bd.	7	10	11	28
Karol Bagh	71	84	85	240
Rajpath, Sectt. and others	58	63	32	153
TOTAL	424	482	429	1333

### III. Reasons for Excess Metering

1.14. It was represented to the Committee that “the working staff of the Telephone Deptt. went on changing the telephone apparatus by removing a perfect, satisfactorily working instrument with a defective one, passing on good telephone apparatus to parties who gave them some consideration.

Persons who got the telephone disconnected went on receiving bills and were threatened with directions. No heed was paid to the protests that they had already got their telephones disconnected.

The clerical staff sent the higher amount bills to the other subscriber in order to twist the money from subscribers and sent their representative for bargaining.”

1.15. During the course of oral evidence before the Committee, it was alleged that some unscrupulous staff of the Telephones Deptt. colluded with some subscribers and transferred their telephone calls to the lines of other telephone subscribers and got them long distance S.T.D. calls on small payment. He said that some members of the staff of Delhi Telephones had also been caught, indulging in such nefarious activities referring to alleged corrupt practices among the staff of the Delhi Telephones. The witness stated that one subscriber's telephone calls were indicated on another subscriber's bills to harass and extract money from the subscribers.

1.16. In their factual comments, the Directorate General of Posts and Telegraphs stated that excess metering was possible due to the following reasons:—

- “1. Due to technical defects in telephone set or meter mechanism.
2. Due to faulty conditions in the exchange equipment.
3. Due to diversion of one subscriber's line to another subscriber's telephone.
4. Due to certain other dubious methods adopted by the subscribers in collusion with the departmental staff.
5. Due to arithmetical clerical errors in preparing the bills.

#### 1. *Mechanical Defects:*

##### (a) *Telephone Set*

In case of STD call if at the end of the calls after the subscriber has replaced the receiver the hook switch does not operate properly the meter would continue to register as if the STD calls is in progress. This is however a remote possibility. This may also be due to subscriber not putting down the receiver properly or due to a fault in the hook switch of the telephone.

Subscribers have been particularly advised by instructions in the directory and insertions in the press that the subscribers should press hookswitch by hand at the end of each STD call and check if the dial tone is received back so as to ensure that the STD circuit is disconnected. In case this does not happen the subscriber has to make a complaint at once.

##### (b) *Meter Mechanism*

Meter mechanism is quite robust and seldom develop a fault. In case there is a fault the meter generally stops recording. The meter mechanism is tested every quarter to ensure its proper working.

#### 2. *Faulty Circuit Conditions*

There are certain unusual circuit conditions which may cause racing of the subscriber's meter. However the probability of such circuit conditions to be set up are remote. A continuous cycle of testing of the exchange equipment is being carried out which reduces the possibility of such circuit conditions to develop.

### 3. *Diversion of Lines*

Instances have come to the notice wherein one subscriber's telephone lines have been diverted to another subscriber's telephone for making STD calls.

This is being done by unscrupulous subscribers in collusion with departmental staff. The department has taken a drive to root out such malpractices by a number of remedial measures. Only the line staff having jurisdiction card and photo passes can climb up the post from 8 a.m. to 6 p.m. (in winter Nov. to March), 8 a.m. to 7 p.m. (in summer April to October). A special squad has been deputed in exchanges to attend to emergent fault during night who are being issued pink cards. This authorises him to climb the post and work on the distribution point during the restricted hours. Apart from this, the surprise checks on all the sensitive points have been tightened up.

It may be mentioned that as a result of this drive initiated by Delhi Telephones a number of departmental officials have been arrested and cases are pending in the courts of law. Any subscriber who gets involved in this malpractices by inducing the departmental staff is also being dealt with suitably."

1.17. Explaining the procedure for checking complaints of excess telephone bills, the representative of the Ministry of Communications stated during the course of oral evidence that whenever a complaint was received from a telephone subscriber about excessive billing, the P & T authorities went through all the possible five reasons. First of all, they checked the arithmetical accuracy of the bill. There were some cases where there was clerical inaccuracy in the billing which was corrected. Secondly, they checked the subscriber's meter. In actual operation, telephone meters were invariably found to be without any fault—only less than one in a thousand was found faulty. The witness added that when they made an investigation a few months ago, they found that one batch of meters supplied by ITI was defective. They had checked each and every meter out of the 4000 meters in that batch and only one meter was found to be faulty. These meters were being used for traffic measurements and did not involve any billing. Thirdly, they checked up if there was any wiring defect. There were some cases where people switched-over wires at DP terminations from one subscriber to another so that his number itself was changed. That malpractice was observed a few months ago and they had taken action

in the matter. All the terminal boxes had since been locked and no one without proper authority could open those boxes. In many cases, in the subscribers absence, it was found that the telephone was used by unauthorised persons and long distance S. T. D. calls were made. Such cases were completely beyond the control of the Telephones Department. They had tried to introduce as many checks as were possible but if the telephone was used by an unauthorised person, it was very difficult for the Department to check that.

1.18. The representative of the Ministry Communications added that there was a facility which a subscriber could avail of to prevent misuse of his telephone in his absence. When anybody wanted to go out of station, his telephone could be temporarily disconnected and it could be reconnected at the same place only after getting proper intimation from the subscriber, on payment of Rs. 25.

1.19. On being asked whether they had been able to devise an effective remedial measure to control excess metering, the representative of the Ministry of Communications stated that hundred per cent fool-proof measures could not be taken and that they were taking as many preventive measures as were possible.

1.20. In regard to the position in foreign countries the representative of the Ministry of Communications stated that in big cities in advanced foreign countries, telephone wires were laid underground right up to the premises of subscribers. This eliminated any scope of tampering with the wires by unscrupulous elements. In India, however, they had to take open wires from the overhead poles to the premises of the subscribers.

The witness added that in big cities in foreign countries, billing was done with help of computers. The computer record the number dialed on STD, call time and the actual charge for that call. These two system could not be afforded in our country.

1.21. In a written note furnished to the Committee, the Directorate General of Posts and Telegraphs stated:

“The complaints are not analysed in the categories referred. It is out of past experience that various causes of excess metering have been analysed. It is difficult to give the percentage of complaints which can be attributed to various categories referred to above.”

#### IV. Procedure for Disposal of Complaints.

1.22. It was alleged in one of the representations that the Delhi Telephones authorities refused to evolve any system of investigating the cases of inflated bills pleading that if they did so they might be flooded with huge number of claims.

The petitioners added that the authorities were unable to give a satisfactory answer regarding the prevention of the recurrence of inflated bills to the subscribers and the subsequent settlement of the claims in this respect. It was repeatedly asserted on behalf of the authorities that the counting and billing system was foolproof barring a few isolated examples arising out of mischief of some members of staff.

1.23. In a written note furnished to the Committee, the Directorate General of Posts and Telegraphs *inter alia* stated:

“The procedure adopted for the examination of the excess metering complaints is to first check the bills GM’s office to see if there are any errors in calculations. If so this is corrected and a revised bill sent. Such cases however are very remote. In these cases the concerned officials are warned to be more careful. These are limited to about 1 bill in 1500. If computerised accounting is resorted to, this may get further reduced.

Then the fortnightly readings and bills of a few quarters are checked to see if there are any spurts or any marked increase in the number of calls.

If anything uncommon is noticed in the meter readings, the Divisional Engineer Incharge of the Exchange is asked to investigate the case fully and report.

The Divisional Engineer Phones takes the following action:—

- (i) The meter is thoroughly tested. There is however seldom any fault noticed in the meters. In fact, the meters are routined every quarter to ensure that the meters are working alright. The meters are of robust constructions and if a fault ever occurs, the meter stops reading.
- (ii) The subscriber is put in for parallel meter observation for 10—15 days. This indicates his rate of calling and also if the subscriber is in the habit of making any STD calls.

- (iii) The subscribers distribution points and fittings, etc. are checked to see if they indicate any tampering and also to assess if there is such a liability.
- (iv) Any other technical cause which the Divisional Engineer Phones can ascribe for the abnormal increase in call is also reported by him. On receipt of the above investigations report from Divisional Engineer Phones the case is examined in the General Manager's Office whether data available indicates feasibility of a technical fault or mischief. Both these are in fact extremely difficult to establish beyond doubt and only in rare cases is there a definite proof. In assessing calls, the factor is the calling habit of the subscriber and his record of quarterly bills during the previous many quarters, or succeeding quarters. If there is an abnormal rise the benefit of doubt due to technical causes or possibility of mischief is given to the subscriber. The General Manager is empowered to allow a rebate up to Rs. 500 on one bill. Cases where higher rebate appear justified are referred to the Directorate."

1.24. As regards the normal period in which a complaint was settled, the Directorate General of Posts and Telegraphs stated that the time for disposal of a complaint varied with the nature of complaint and the level at which a decision could be taken. Some cases could be disposed of by the office of General Manager Telephones while others were referred to P. & T. Directorate.

1.25. The Committee enquired at what levels the complaints were normally disposed of. The D.G.P. & T. stated that the complaints were disposed of at various levels. In Delhi Telephones, cases of arithmetical mistakes were dealt with at the level of Accounts Officer. Refunds involving upto Rs. 1000 were dealt with at the level of General Manager Telephones. Refunds of higher amounts were referred to the P. & T. Directorate.

The Directorate General P. & T. added that an opportunity was also given to the complaints to explain their cases personally to the officers of the Department at all levels, where the subscribers so desired.

1.26. The Committee enquired whether the procedure for investigation of complaints about excess metering and inflated bills had



been streamlined in view of the mounting number of such complaints. In a written note, the Directorate General of Posts and Telegraphs stated that the streamlining of the procedure for investigation of complaints about excess metering was a continuing process. The salient features of the present procedure were as follows:—

- (i) The arithmetic calculations were first checked;
- (ii) The case was then referred to the field officers for a check of the meter and the connected equipment. Simultaneously checks were made at the distribution points to check for diversions etc. It was also checked whether there was any function or special occasion etc. at the subscribers' premises which might have resulted in high calling rate and/or STD calls.
- (iii) The report from the field officers was considered by the General Manager Telephones and case was decided on its merits.

1.27. In response to a question by the Committee, the Directorate General of Posts and Telegraphs stated that there was a procedure of informing telephone subscribers whenever there was heavy recording of a calls in respect of a telephone within a fortnight. The monthly average of such cases in Delhi Telephones was of the order of 225.

#### *V. Arrears of Telephones Bills*

1.28. As regards realisation of old arrears from the subscribers, the representative of the Directorate General of Posts and Telegraphs submitted before the Committee that there were certain arrears and they were trying to liquidate them. In many cases, the subscribers claimed that they had already paid the bills but they were unable to produce any evidence. As the Department also had no records in many old cases, the General Manager (Telephones) could write off such unrecoverable arrears. A drive was already on from the 1st January, 1972 for realisation of old arrears. The witness added that the question of arrears piling up for 2 or 3 years did not arise now as the telephone was disconnected in case of non-payment of bills.

#### *VI. Billing System*

1.29. It was represented to the Committee that the billing system of the Telephones Department was very defective. It should be based

on the system of electricity bills. The petitioners suggested in their oral evidence before the Committee that the opening and closing meter readings for each quarter should be indicated in the quarterly telephone bills, as was done in the case of electricity bills, to facilitate checks by the telephone subscribers.

1.30. In their written reply furnished to the Committee, the P. & T. Directorate stated that there were certain difficulties in accepting the above suggestion, the major difficulty being that additional staff would be required, if the meter readings were to be indicated on manually prepared bills, involving additional expenditure. This proposal was, however, at present under the active consideration of the P. & T. Directorate. Meter readings would be shown on bills after computerisation of billing in Delhi Telephones.

#### VII. *Disconnection of telephones in case of disputed bills*

1.31. It was represented to the Committee that the subscriber might be permitted to deposit an amount equivalent to an average of three or more previous bills till the investigation into inflated bills were completed.

1.32. During the course of oral evidence, the Committee enquired whether any interim relief was provided to the subscriber during the period of investigation into a disputed inflated bill. The representative of the Directorate General of Posts and Telegraphs stated that previously they used to disconnect telephones for non-payment of bills in case there was any dispute. But now, they did not disconnect the telephones in such cases.

In their written information furnished to the Committee, the P. & T. Directorate stated that as far as Delhi Telephones were concerned, wherever there was a request for keeping the bill pending till the investigation of the complaint, telephones of such subscribers were not disconnected till investigation and intimation of final decision on their complaints. Such relief was afforded normally when the bill complained against was more than twice or thrice the amount of average of preceding bills.

#### VIII. *Registered Reminders for Bills*

1.33. It was represented to the Committee that a telephone should be disconnected for non-payment of bills only after the subscriber was informed about non-payment of the bills by a registered letter.

1.34. The Committee asked the representative of the Directorate General of Posts and Telegraphs why the Department did not serve registered notices on the subscribers before disconnecting their telephones for non-payment of the bills instead of informing the subscribers on telephone only two or three days in advance. The witness stated that they had introduced that system some time back in Calcutta on an experimental basis but it was not found to be successful as once the subscribers came to know that they would get registered notices before their telephones were disconnected, they never bothered to make the payment of bills on due dates, with the result that they had to revert back to the present system. The witness added that if they sent registered notice, an extra cost of Rs. 2 would have to be charged from the subscriber.

The representative of the Directorate General Posts and Telegraphs also stated that if the Committee recommended, they would again try the system of sending registered notices to the subscribers before disconnecting their telephones in Delhi.

The Committee had learnt that the system of issuing registered notices had been introduced by the Delhi Telephones Department subject to a charge of Rs. 2/- in the case of subscribers who intimated their desire to have such notices.

1.35. The Secretary, Ministry of Communications, further stated during evidence that certain suggestions were being considered by the Department. One was to make an advance deposit from which the Department could adjust the bills of the subscriber. The other was to make payment of bills through banks. The witness informed the Committee that there were fixed dates on which bills were issued by the Department. The Bills in Delhi were issued on a quarterly basis. All the subscribers in Delhi had been divided into nine groups for the purpose of issuing their bills and their dates were fixed. The trunk call bills were issued on the first of every month. The witness said that this arrangement was made to keep the staff busy throughout the year and to ensure that no subscriber was kept in arrears for more than a quarter.

#### IX. S.T.D. Barring Facility

1.36 The Secretary, Ministry of Communications, stated before the Committee that they had recently introduced the STD barring facility on payment of Rs. 50/- as installation charges and thereafter Rs. 50-annually as service charges. The petitioners, however, sub-

mitted to the Committee that Government should not charge Rs. 50|- annually as recurring service charges from the subscribers desiring S.T.D. barring facility.

On enquiry by the Committee, the representative of D.G.P. & T stated that if the Committee desired that there should be no annual service charges, the Deptt. would consider that suggestion.

1.37 The Committee enquired whether any survey had been made by the Telephones Department to ascertain the number of telephone subscribers in Delhi who did not want to have STD facility. If so, what was their number and what percentage it bore to the total number of telephone subscribers in Delhi.

In their written reply furnished to the Committee, the P & T Directorate stated that the Department had made no general survey to ascertain the number of telephone subscribers in Delhi who did not want STD facility. But Delhi Telephones had advertised regarding this in newspapers from time to time. At present, STD barring facility had been provided to the following number of subscribers:—

Tishazari '22'	315
Connaught Place '4'	472
Ddlhi Gate '27'	321
Jorbagh '61' and '7'	616
Jorbagh '62'	251
Okhla '63'	53
Faridabad '81'	38
Karolbagh '58'	192
TOTAL	2258

In these nine exchanges the total number of subscribers was 53250 Compared with this the STD barred subscribers' percentage was 4.2 per cent. The total number of subscribers in Delhi Telephones was over a lakh.

The Committee also desired to know the number of representations or requests received by Delhi Telephones Deptt. for removing STD facility. The Directorate informed that there were 2258. All these subscribers had been STD barred. Ther were no applications pending for STD barred.

1.38 The Committee asked the Directorate to state the detailed justification for charging Rs. 50/- annually as service charges for providing STD barring facility besides the initial charge of Rs. 50. In their written reply furnished to the Committee, the Directorate stated that the justification for charging Rs. 50 annually as service charges for providing STD barring facility was that the maintenance staff have to specially check from time to time the equipment provided for this purpose. Thus, the sum of Rs. 50/- covered the maintenance charges. The initial charge of Rs. 50/- covered the cost of the equipment which was required for providing that facility and the installation charges. However, the whole question of the initial charge and the annual service charge was under reconsideration of the P & T Directorate as there had been representations.

1.39 The Committee enquired whether the STD barring facility was available in all the exchanges in Delhi. The Directorate informed that the STD barring facility was not available in all the exchanges in Delhi. The exchanges in which this facility was available had been indicated in para 1.37 above. Equipment for providing STD barring facility at the remaining exchanges had been indented on ITI, Bangalore, and facility would be provided within the next few months on receipt of stores.

1.40 The Committee pointed out that instead of providing STD barring facility on payment of charges to those who did not want it, arrangement be made by which STD facility was given only to those who specifically asked for it. In their written reply, the Directorate General of Posts and Telegraphs stated that as in foreign administrations, the equipment provided for STD facility to the all subscribers. Facility was barred for subscribers who did not desire this facility since their number was small. It was not possible to have it the other way due to difficult technical arrangements.

1.41 The Committee asked the Directorate General of Posts and Telegraphs how for the STD barring facility on local telephones would solve the problem of inflated bills. In their written information furnished to the Committee, the D.G.P. & T stated that it was very difficult to give a correct assessment but it was anticipated that the complaints of genuine subscribers who did not use STD would be removed.

#### *X. Telephone Meters at Subscriber Premises*

1.42 It was submitted before the Committee that a pet reason for inflated bills given by the Deptt. pertained to the subscriber

trunk dialing facility (S.T.D.). There was no other way to stop the misuse of the same by the staff except, installation of meters at subscriber's premises.

It was suggested before the Committee that telephone meters should be installed at subscriber's premises.

1.43. During the course of oral evidence before the Committee, the representative of the Ministry of Communications stated that telephone meters were kept in the Telephone Exchange in a locked room under the charge of an Engineer. The telephone meters were not provided at the subscribers' premises. But a 'charge indicator' a small meter, could be installed at the subscriber's premises who asked for it which would indicate the number of units etc. when a STD call was made.

The witness added that they had produced such meters about three years ago and tried them. It was found that these meters were not quite satisfactory and they could be very easily put out of commission. So, the Research Section of ITI had recently designed another meter which, after trial, could be offered to the public.

1.44. The Committee asked the Directorate General of Posts and Telegraphs how far the installation of 'charge indicator' at the subscribers' premises would minimise the chances of diversion of lines of one subscriber to another. In their written reply, the D.G. P. & T. stated that this would not minimise the chances of diversion of telephone lines of one subscriber to another.

1.45. The Directorate General also stated that the meter in the telephone exchange would indicate both local as well as the STD calls. The charge indicator when installed at the subscriber's premises would indicate only STD calls.

1.46. The Committee asked the P. & T. Directorate to state whether there were any difficulties technical or otherwise, in providing telephone meters at the subscribers' premises. In their written reply the D. G. P. & T. stated that the existing equipment did not provide for such a facility. Moreover in none of the countries in the world such a facility was available. Provision of meters at subscribers' premises would need modification to existing equipment and extra cables etc., which would add enormously to the costs and would be ultimately reflected in higher tariffs. Thus it was not possible to instal the existing subscriber's meter at the subscribers' premises. A charge indicator was being developed for installation at the subscriber's premises. The charge indicator would meter only the STD calls. That

charge indicator would be installed at the premises of the subscribers who asked for it. There would be separate charges for providing this charge indicator.

1.47. In reply to an *Unstarred Question (No. 2671)* answered in Lok Sabha on the 12th April, 1972, the Minister of Communications stated that no proposal to instal meters at the premises of telephone subscribers was under consideration of Government. A sophisticated Charge Indicator meter capable of recording STD calls designed by Telecommunication Research Centre of P. & T. Department is under field trial. The question whether to instal these meters at subscribers' place or elsewhere would be examined when the results of field trial of these meters were known.

#### *XI. Stern Action against erring Departmental Officials*

1.48 It was alleged that the menace of the corrupt telephone staff was being played down by the authorities in order to cover up the immense irregularity and the consequences arising therefrom.

During the course of oral evidence, it was suggested before the Committee that P & T Deptt. should take stern action, after through enquiry, against officials who were found responsible for inflated telephone bills and other corrupt practices.

1.49 In their written reply, the DG. P&T stated that instances had come to notice where in one subscriber's telephone lines had been diverted to another subscriber's telephone for making STD calls.

This was being done by unscrupulous subscribers in collusion with departmental staff. The department had taken a drive to root out such malpractices by a number of remedial measures.

It might be mentioned that as a result of that drive initiated by Delhi Telephones, a number of departmental officials had been arrested and cases were pending in the courts of law. Any subscriber who got involved in that malpractice by inducing the departmental staff was also being dealt with suitably.

1.50. In this connection, the P&T Directorate also furnished the following information:—

- (i) The number of cases during last three years in which the corrupt telephone staff had been proceeded against either departmentally or in courts of law:

34 (Departmental) and 9 (Courts of Law)—Total—43

- (ii) The number of cases which had resulted in punishment or conviction.

5 (Departmental) Nil (through court) Total—5

- (iii) The number of cases pending investigation then.

20 (Departmental) +11 (CBI and Delhi Anti Corruption Deptt.) Total=31.

- (iv) The number of the members of the staff involved in the above cases.....136.

### C. Observations/Recommendations of the Committee

1.51. The Committee find that with the introduction of the S.T.C. system, there has been much growth in trunk telephone traffic. The number of trunk calls though the S.T.C. system has risen to about 30 to 40 times the number which was put through the manual trunks prior to the introduction of the S.T.D. system. The total effective calls handled by the S.T.D. exchange is of the order of 30,000 to 40,000 per day. The Committee also understand that the automatic telephone service can carry a greater number of calls, because there are inevitable delays in a manual or semi-automatic system. Moreover, a subscriber-dialled call is considerably cheaper than an operator-assisted call as a fully automatic system sells larger or smaller units of time according to the tariff based on whether those units are concerned with local or other calls and whether calls are made during the busy or off-peak hours.

The introduction of the S.T.C. system has streamlined the telephone trunk traffic by eliminating delays and other deficiencies inherent in a manually operated system of trunk traffic. This has provided the telephone users much relief and saving of time. The S.T.D. system will, therefore, be progressively introduced on all important telephone trunk routes between cities and towns of administrative, educational, commercial and trade importance.

1.52. The Committee, however, find that since the introduction of the S.T.D. system, the number of complaints from the telephone subscribers in Delhi regarding excessive and inflated telephone bills, has been progressively increasing. According to the information furnished to the Committee by the Directorate of Posts & Telegraphs, the number of such complaints received by the Delhi Telephones



Department was 4435 in 1968-69, 5823 in 1969-70, 5404 in 1970-71 and 4446 from April to September, 1971 (six months). The Committee have been informed by the representative of the Ministry of Communications that at present about 800 to 850 complaints of over-billing per month are being received by them in the Delhi Telephones District. According to him, the largest number of complaints was being received in the Delhi Telephones District as compared to other places in the country, which he attributed to Delhi having the largest number of S.T.D. routes. It has been represented to the Committee that in many instances, the over-billing is to the extent of ten to twelve times of the normal quarterly bills.

1.53. The Committee have been informed by the Directorate of Posts and Telegraphs that complaints of excess metering could be, besides clerical errors, due to (i) technical defects in telephone sets or meter mechanism; (ii) faulty circuit conditions in the exchange equipment and (iii) diversion of one subscriber's line to another subscriber's telephone and (iv) certain other dubious methods adopted by the subscribers in collusion with the departmental staff. According to the Directorate of Posts and Telegraphs, there is a remote possibility of a mechanical fault developing either in the subscriber's telephone set or in the meter mechanism. The probability of faulty circuit conditions developing in the exchange equipment is also stated to be remote. Instances have, however, come to the notice of the Delhi Telephones Department wherein one subscriber's telephone lines were diverted to another subscriber's telephone by the staff of the Telephones Department in collusion with unscrupulous subscribers for making S.T.D. calls. In this connection, a number of departmental officials have been arrested and cases are pending in Courts of law. In many cases, clerical inaccuracies in the bills were also found which were corrected. The Committee note that the Delhi Telephones District has given refund only in 3.3 per cent cases of complaints of excess billing. The remaining 96.7 per cent complaints were not accepted by the Department.

1.54. The Committee are greatly concerned over the mounting number of complaints of excessive billing against the Delhi Telephones District since the introduction of the S.T.D. system in Delhi. The Committee are distressed to find that the provision of a modern useful facility like S.T.C. should have given rise to such complaints on such a large scale. While the Committee may appreciate that not all of the 800 to 850 such complaints per month received by the Delhi Telephones District may be admissible for refund of excess charges yet the Committee are not convinced that only 3.8 per cent

of such complaints are eligible for refund and the large majority of 96.7 per cent complaints are without any basis and should, therefore, be rejected. That 96.7 per cent of the complainants should make bogus or unjustified complaints about excessive and inflated bills without any valid grounds defies any rational explanation. The Committee wonder whether even the figures of 800 to 850 complaints per month represent the true state of affairs, as many large Government and private establishments may not find it feasible to make an assessment of the exact extent of over-billing in respect of their telephones and lodge complaints with the Delhi Telephones District. Many individual subscribers too, knowing the trouble involved in making such complaints and getting them processed for acceptance, must be accepting the bills as they received and making payment without bothering to complain. This only shows that the Delhi Telephones District has failed to evolve any rational or satisfactory system of investigation into the complaints of over-billing and to satisfy the large majority of the complaints.

1.55. That almost all the 3.3 per cent cases in which the Delhi Telephones District has given refund to the complainants are attributable to human factor, either in the form of clerical inaccuracies in the bills or in the form of deliberate diversion of one subscriber's telephone lines to another subscriber's telephone and other corrupt practices indulged in by the staff of the Delhi Telephones District, is a sad reflection on the working of that department. The Committee are of the opinion that the matter requires a probe.

1.56. The Committee recommend that an expert Committee, consisting of among others, independent technical and Accounts experts, should be appointed by Government with a view to examine the working of the Delhi Telephones District, with particular reference to its billing system, the working of the S.T.D. system, procedure for investigation into the complaints of over-billing, and suggest effective measures to streamline the working of the Delhi Telephones and to remove the causes of excessive billing, at the earliest.

1.57. The Committee are of the opinion that if the opening and closing meter readings for each quarter are indicated in the quarterly telephone bills, as is done in the case of electricity bills, it will greatly facilitate check by the telephone subscribers and reduce the number of complaints of over-billing. The question of introducing this system at an early date may be considered by the Government.

The desirability of issuing telephone bills monthly or two monthly instead of quarterly, as at present, should also be examined. This may entail employment of some additional staff but the extra expense would be worth its while as it would result in earlier recoveries and lesser complaints.

The feasibility of introducing computerised billing system at least in big cities may also be examined by Government.

1.58. The Committee recommend that the S.T.D. Barring facility should be expeditiously made available to all subscribers in all the telephone exchanges in Delhi so that those telephone subscribers who do not want to avail of the S.T.D. system may be provided relief. The Committee are of the view that no charges should be realised from the telephone subscribers for barring the S.T.D. facility either for installation of this facility or for its maintenance. This service should be provided free of charge to those who do not want the S.T.D. facility.

1.59. The Committee note that at present it is not feasible to provide telephone meters at the subscribers' premises. A charge indicator to meter only the S.T.D. calls for installation at the premises of the subscribers is, however, being developed. Even though such a charge indicator not covering the local calls will not be fully satisfactory, the Committee are of the view that this instrument should be developed on a high priority basis and installed quickly at the premises of the telephone subscribers using the S.T.D. facility. In the first instance such charge indicators should be installed at the premises of those subscribers who have opted for barring facility but to whom it has not been made available so far, and later on extended to others on demand.

1.60. The Committee feel that the Delhi Telephones authorities should exercise greater vigilance and take a more serious view of the corrupt practices indulged in by their staff, e.g. diversion of one subscriber's telephone lines to another subscriber's telephone for making S.T.D. calls, issue of wrong bills to the subscribers under the cover of clerical errors, etc. The Committee are not impressed by the figures furnished by the Directorate of Posts and Telegraphs regarding the number of cases during the last three years in which the corrupt telephone staff has been proceeded against and punished either departmentally or in Courts of Law. Out of a total of only 43 cases in which proceedings were initiated during the last three years, only five cases have resulted in punishment. The Committee recommend that a Special Cell should be set up in the Delhi Tele-

phones District under a senior officer to root out corruption among the staff. The Committee feel that unless speedy action is taken to detect such cases and deterrent punishment is given to the guilty persons, this evil cannot be effectively dealt with. The Committee are also of the opinion that all possible technical and administrative measures should be speedily taken by the Delhi Telephones authorities to minimise the possibilities of tampering with the telephone lines and diverting the lines of one subscriber's telephone to another subscriber's telephone by the corrupt staff.

1.61. The Committee note that the Delhi Telephones authorities have now stopped disconnecting the telephones for non-payment of disputed bills and such bills are kept pending by them till the investigation of the complaint is completed and final decision in the matter is communicated to the concerned subscriber. The Committee also note that the Department has introduced the system of sending registered reminders for payment of bills to such subscribers who desire to have them, before disconnection of their telephones, subject to a charge of Rs. 2/- for each such reminder. The Committee do not agree with the decision of the Department to levy a charge of Rs. 2/- on the subscriber if he wants a registered notice to be sent to him before his telephone is disconnected. The Committee appreciate the argument that if registered notices are to be sent to all subscribers automatically, many might delay or avoid payment of bills till they receive registered notices. The facility of registered notices may be given only to those subscribers who intimate the telephones Department in advance that they should be sent such registered notices, either without any extra charge or at the most at a charge of Re. 1/- only. After all, the object of the Deptt. is not to make any extra income out of such notices but only to ensure that the facility of a registered notice is not utilised for delaying or avoiding payment of bills. The Committee would like to stress the need for ensuring that adequate notice is given to a subscriber before disconnecting his telephone for non-payment of telephone bills.

1.62. The Committee would also suggest that where the Telephones Department notices an unusual spurt in the number or calls of a subscriber during a fortnight or month, the subscriber might be warned or given a hint either on telephone or by a letter so that the subscriber may also become cautious at his end.

1.63. It was represented to the Committee that in many cases, the telephone subscribers received telephone bills in respect of calls alleged to have been made from their telephones during the period the subscribers were out of station and their telephone was not used at all. In this connection the Committee have been informed that the

Delhi Telephônes authorities have a "Telephone Storage Facility" under which a subscriber who may be going of Delhi or otherwise may not need the use of telephone for any specified period, can have his telephone temporarily disconnected for safe custody and have it restored later when required on payment of Rs. 25/- as re-connection charges. The Committee feel that there should be no extra charge when a subscriber wants his telephone to be temporarily disconnected or "stored".

The Committee would also suggest that the Department may consider the feasibility of providing to the subscribers portable telephones which may be unplugged from their sockets when not required for use.

1.64. It has come to the notice of the Committee that genuinely affected subscribers fail to establish contact with or meet the higher officials of the Directorate General, Posts and Telegraphs in connection with their inflated telephone Bills and no proper courtesies are extended to the affected parties and complainants. The Committee would strongly urge that there should be wholesale reorientation of the official attitude and the grievances of the public should be promptly attended to by a responsible officer of a Complaints Cell which should be set up for the purpose.

ANANT PRASAD SHARMA,  
Chairman,  
*Committee on Petitions.*

NEW DELHI;

May 18, 1972.

## APPENDIX I

(See para 1.7 of the Report)

### List of some inflated Telephone Bills

Tel. No.	Amount of inflated bills	Date or period of bills	Average Bills	Proportion	Remarks
1	2	3	4	5	6
2635711	27500		500		
265177	20000		500		
<p>This is a reported case Balu Ram Vs. Union of India, Civil Suit No. 492 of 1969 reported as A.I.R. 1972 Delhi 5th Jan., 1972 decided by the Delhi High Court.</p>					
266788	1848.98	21-9-71	115	16	Times Inflated
263691	735.58	1-6-71 to 31-8-71	69	11	" "
225037	3025.60	1-3-71 to 31-5-71	205	15	" "
268439	989.00	21-1-69	89	11	" "
269901	508.00	1-3-71 to 31-5-71	63	9	" "
46178	2418.00	11-8-71	280	9	" "
46169	3584.00	1-5-71 to 31-7-71	500	7	" "
566854	1393.00	1-4-71 to 30-6-71	210	7	" "
247405	2127.26	1-10-71	220	10	" "
46169	2378.84	1-8-71 to 31-10-71	500	5	" "
266430	1398.58	21-9-71	255	6	" "
263240	1260.58	1-6-71 to 31-8-71	480	3	" "
264965	284.00	21-10-70	125	2½	" "
264965	346.50	21-6-70	125	3	" "
266883	334.00	21-9-70	125	3	" "

1	2	3	4	6	5
267778	506.46	I-10-71	160	3	Times Inflated
228221	296.80	..	39	8	" "
277711	506.00	I-1-69	190	2½	" "
267942	1586.00	I-7-71	800	2	" "
269089	906.00	I-9-71 to I-12-71	300	3	" "
268515	1499.59	20-7-71 to 20-10-71	450	4	" "
266104	974.93	21-9-71	150	6½	" "
565074	995.60	I-12-71	450	2½	" "
224698	476.84	11-11-71	290	1½	" "
263052	1098.00	11-12-71	175	6	" "
584504	985.19	I-11-71	200	5	" "
261181	634.00	11-7-71	200	3	" "
268216	1286.00	I-11-70 to I-2-71	300	4	" "
268924	1071.59	I-5-71	350	3	" "
278141	613.39	I-11-71	200	3	" "
263110	310.00	I-12-71	95	3½	" "

## APPENDIX II

(See para 1.8 of the Report)

*Factual position stated by the P. & T. Directorate on 33 cases of alleged inflated bills—mentioned in Appendix-I*

### Cases No. 1 and 2

TELEPHONE NOS.            263578 and 265177  
SUBSCRIBER:                Shri Balu Ram Goel

Divisional Engineer, Delhi Gate Exchange intimated, in his letter dated 25-5-1969 that Telephone Nos. 263578 and 265177 were registering very high calls. Accordingly, to safe-guard the interests of the Department, security deposits of Rs. 27500/- and Rs. 20,000/- respectively were demanded on those two telephones. The demand notes for security deposits were sent on 24-5-1969. As these demand notes were not paid within the stipulated period of three days, the telephones were disconnected on 31-5-1969. Thereupon the subscriber, Shri Balu Ram Goel filed a writ petition (CW—492/69) in the High Court on 12-6-1969.

In the interim order dated 16-6-1969, the Hon'ble court ordered that the petitioner should furnish security to the extent of Rs. 20,000/- to the satisfaction of the Registrar of the Court within a week and on furnishing the security, telephone No. 263578 be restored without restoration fee till final judgement of the writ petition. Accordingly, telephone No. 263578 was restored on 19-6-1969, after the security of Rs. 2,000/- was furnished by the petitioner.

In the final judgment dated 3-3-1971 the Hon'ble Court accepted the C. W. 492 of 1969 and quashed the two D/Notes of Rs. 27500/- and Rs. 20,000/-. As the D/Notes for non-payment of which the telephones were disconnected were quashed the second telephone No. 265177 of the subscriber was restored with the new No. 269860.



**Case No. 3**

TELEPHONE NO. 266788

SUBSCRIBER: Mohd. Ahmad & Company.

The subscriber had complained against bill dated 21-9-71 for Rs. 1848.98 covering 8744 calls.

After investigation a rebate of 7,000 calls out of 8744 calls sanctioned for which necessary credit has since been afforded to the subscriber. This refund was allowed as an abnormal spurt was observed. Detailed checks showed no technical faults. So the subscriber was given the benefit of doubt.

No complaints other than the above were received from the subscriber.

**Case No. 4**

TELEPHONE NO. 263691

SUBSCRIBER: Shri Mohan Lal Bhardwaj.

The subscriber had complained against rent bills dated 11-9-71 and 11-3-72 for Rs. 735.58 and Rs. 278-00 covering 3384 and 985 calls respectively.

The complaints of the subscriber were investigated and rebate of 2500 + 850 calls out of 3384 calls was allowed in bill dated 11-9-1971.

A rebate of 985 calls out of 985 calls was allowed in bill dated 11-3-72. Necessary credit has since been afforded to the subscriber.

In both the above cases no technical fault was detected. But the refund was allowed as an abnormal spurt was observed.

No complaints other than the above were received from the subscriber.

**Case No. 5**

TELEPHONE NO. 225037

SUBSCRIBER: Shri Parlad Singh.

The subscriber had complained against bills dated 11-6-71 for Rs. 3025.60 covering 14948 calls and bill dated 11-9-71 for Rs. 656.18 covering 2981 calls.

The complaints were investigated however no justification was found for downward revision of the bills or grant of rebate. There

was no technical fault found and the calling rate was uniformly high throughout the six fortnights. Observations on subscriber's telephone showed that the subscriber is a heavy user of STD facility. No complaints other than the above were received from the subscriber.

### Case No. 6

TELEPHONE NO. 268439

SUBSCRIBER: Shri K. L. Kapur.

The subscriber complained against bill dated 21-1-1969 for Rs. 993/- covering 6120 calls amounting to Rs. 918. This bill was subject to a discount of Rs. 4/- if paid on or before 1-2-1969. After investigation into the case the subscriber was informed on 23-4-1969 that the calls charged in the bill were in order and he was advised to pay the bill failing which the line would be disconnected. Ultimately owing to non-payment of the bill the line was disconnected on 5-7-1969. The subscriber filed a suit for perpetual mandatory injunction as well as for an interim mandatory injunction against the General Manager Telephones, in the Court of Shri K. K. Malik Sub-Judge, Delhi. The Court decided that the matters be referred to arbitration and directed the subscriber to deposit the amount of the bill. Accordingly, the subscriber deposited a sum of Rs. 989/- in the Treasury at Tis Hazari Courts on 27-1-1970.

Shri H. L. Mukherjee, Director of Telegraphs and Microwave Project, who was appointed as the Arbitrator in this case by the Central Government *vide* P. & T. Directorate memo. No. 20-95/70-TR dated 27-1-1971, gave his award on 24th March, 1971, according to which the subscriber was allowed a rebate of 6000 calls.

On the basis of the award the subscriber in his letter dated 6th April, 1971 requested the office of the General Manager Telephones for arranging refund of Rs. 989/- deposited in the court. Simultaneously the petitioner applied to the court for withdrawal of the amount of Rs. 989/- from the Treasury. On the basis of this application the subscriber was ultimately allowed the refund of the amount in May, 1971, according to the intimation received from the the Standing Counsel on 21-5-71.

While requesting the Department to arrange for the refund of Rs. 989/- deposited in the Treasury, the subscriber in his letter dated 6-4-71 had raised the point regarding waiving of restoration fee and rental for the period the telephone had remained disconnected (prior to its restoration in the first week of March, 1971) and cost of the instrument which had been recovered from him. Order for refund of these amounts was issued by the P & T Directorate on 15-11-1971. Examination of the accounts of the subscriber revealed that the Commercial Branch had committed an error at the time

issuing Demand Note on 15-2-1971 resulting in a short recovery of Rs. 600/- before restoring the telephone in March, 1971. Consequently, it was seen that the subscriber was entitled to a refund of only Rs. 165|- deposited by him on 15-2-1971. There was an amount of Rs. 19.50 refundable on account of rebate of 130 calls, which was also allowed in P & T Directorate letter dated 15-11-1971. These amounts have been adjusted towards bills dated 21-12 71 and 21-3-1972 for Rs. 100|- and Rs. 104|- respectively. The subscriber has been informed accordingly on 6-4-1972.

#### Case No. 7

TELEPHONE NO: 269901

SUBSCRIBER: M|s Capital Sales Corporation.

The subscriber had complained against bill dated 1-6-1971 for Rs. 508.00 covering 2420 calls.

The complaint was investigated. However, no justification was found for downward revision of the bill or for grant of rebate. There was no technical fault found. The calling rate was found to be uniformly high throughout the six fortnights. Observations on subscriber's telephone showed that the subscriber is a regular user of STD facility.

No complaints other than above were received from the subscriber.

#### Case No. 8

TELEPHONE NO: 46178

SUBSCRIBER: Shri Manmohan Lal Arora.

The subscriber had complaint against bill dated 11-5-71 and 15-8-71 for Rs. 563.62 and Rs. 2418.00 covering 2320 and 11790 respectively.

Complaint of the subscriber regarding bill dated 11-5-71 was investigated. However, no justification was found for downward revision of the bill or for grant of rebate. Regarding bill dated 11-8-71 a rebate of 9600 calls out of 11790 calls was recommended to the P & T Directorate. P& T Directorate sanctioned the rebate and necessary credit has since been afforded to the subscriber. The subscriber has further represented and the case is under examination in P & T Directorate. The above rebate of 9600 calls was allowed as an abnormal spurt was noticed in the meter readings. No technical fault was found.

No complaints other than the above were received from the subscriber.

### Cases No. 9 and 12

TELEPHONE NO. 46169.

SUBSCRIBER: Messers Foodimp International  
Bills complained against:

1. Rs. 3584 dated 11-8-71 for the period from 1-5-71 to 31-5-1971.
2. Rs 2378.84 dated 11-11-71 for the period from 1-8-71 to 31-10-1971.

The subscriber had complained in August, 1971 regarding his bill dated 11-8-71. The complaint was investigated in details. No technical fault was found and it was noticed that the calling rate of the subscriber was uniformly high. So the subscriber was informed *vide* letter dated 12-11-71 indicating that there was no case for granting rebate on this bill.

The subscriber lodged a complaint against the bill dated 11-11-71. While the complaint was under investigation the subscriber filed a suit against the Department seeking issue of an interim injunction from the Court against the payment of bill. The court dismissed the petition on 13-12-71. The subscriber however, filed another petition under Section 20 of the Arbitration Act requesting for arbitration in the case. In the petition he mentioned that he had deposited the amount of bill in the court. While ordering *status quo* to be maintained the Court had fixed the hearing on 16-2-1972. Recently the Court has directed the Department for appointment of an Arbitrator to decide this case.

Detailed investigations show that there was no technical fault. The calling rate of the subscriber has also been uniformly high.

### Case No. 10

TELEPHONE NO.: 566854

SUBSCRIBER: Shri Prem Nath Anand.

The subscriber had complained against the following bills:—

- 11-7-71 for Rs. 1393.00 covering 6846 calls.
- 11-10-71 for Rs. 370.31 covering 1515 calls.

The complaints were examined and thoroughly investigated but no justification was found for grant of rebate in view of high calling rate and heavy incidence of STD calls of long duration. No technical faults were found. The calling rate has been observed to be uniformly high during the period under consideration. .

No complaint other than the above were received form the subscriber.

#### Case No. 11

TELEPHONE NO.: 267405

SUBSCRIBER: The Empire Sceintific and Surgical Co.

In the letter from Lok Sabha the number has been shown as 247405, no such number exists. The correct No. should be 267405.

The subscriber had complained against bill dated 1-10-71 for Rs. 2127.26 covering 10134 calls. After investigation a rebate of 7000 calls was allowed and necessary credit has since been afforded to the subscriber. The subscriber has lodged a representation seek-ink further rebate and the case is under consideration of D.G.P&T.

No complaints other than th e above were received from the subscriber.

#### Case No. 13

TELEPHONE NO.: 266430

SUBSCRIBER: M|s Hero Chapal Store.

The subscriber had complained against bill dated 21-9-71 for Rs. 1398.58 covering 6744 local calls.

The complaint was thoroughly investigated. However, no justification was found for any downward revision of the bill or for the grant of any rebate. No technical fault was found. The calling rate has been uniformly high throughout the period. Observations on the subscriber's telephone show that the subscriber is a regular user of STD facility.

No complaints other than the above were received from the subscriber.

**Case No. 14**

TELEPHONE NO.: 263240

The subscriber had complained against bill dated 11-9-71 for Rs. 1260.58 covering calls 5866.

The case was investigated. No technical fault was found. The calling rate was also uniformly high during the period and as such the request of the subscriber for a rebate has been regretted.

**Cases No. 15 and 16**

TELEPHONE NO.: 264965

SUBSCRIBER: Shri Mahabir Prasad Gupta.

The subscriber had complained against bill dated 21st October, 1970 for Rs. 284.00 covering 1120 calls.

The complaint was examined. A rebate of 700 calls was allowed to the subscriber. This was allowed as an abnormal spurt was noticed in the meter readings. No technical fault was found.

No complaint has been received against bill of Rs. 346.50 dated 21st June, 1970.

**Case No. 17**

TELEPHONE NO.: 266883

SUBSCRIBER: Sh. Mahabir Prasad Gupta

The subscriber had complained against bills dated 21st June, 1970 for Rs. 346.50 covering 1710 calls and dated 21st September, 1970 for Rs. 334 covering 1370 calls.

In bill dated 21st June, 1970 a rebate of 560 calls out of 1710 calls was allowed to the subscriber. However, for bill dated 21st September, 1970 no justification was found for the grant of any rebate. No technical fault was found in all these investigations. In the first case rebate of 560 calls was allowed as an abnormal spurt had been found in the meter reading.

No complaints other than the above were received from the subscriber.

**Case No. 18**

TELEPHONE NO.: 267778  
SUBSCRIBER: Indian Law Institute

The subscriber had complained against bills dated 1st October, 1971 and 1st January, 1972 for Rs. 506.46 and Rs. 372 covering 2184 and 1480 calls respectively.

The case was investigated. No technical fault was found. The calling rate was also uniformly high during the period and as such the request of the subscriber for a rebate has been regretted.

No further complaints other than the above were received from the subscriber.

**Case No. 19**

TELEPHONE NO.: 228221  
SUBSCRIBER: Shri Ram Prakash Singal.

The subscriber had complained against bill dated 21st September, 1971 for Rs. 296.80 covering 1584 calls.

After examination of the case a rebate of 1000 calls out of 1584 calls was allowed to the subscriber. No technical fault was found but an abnormal spurt was noticed in the meter readings. As such the rebate of 1000 calls was allowed.

No complaints other than the above were received from the subscriber.

**Case No. 20**

TELEPHONE NO.: 277711  
SUBSCRIBER: Shri Gouri Shanker Sood.

The subscriber had complained against bills dated 1st January, 1970 for Rs. 241.50 covering 1010 calls.

1st April, 1970 for Rs. 257.50 covering 950 calls.  
and 1st Junly, 1970 for Rs. 588.75 covering 2920 calls respectively.

The complaints were investigated. However, no justification was found for downward revision of the bills or for grant of rebate. During investigations no technical fault was found. The calling

rate was found to be uniformly high during the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 21**

TELEPHONE NO.: 267942

SUBSCRIBER: Shri Chuni Lal Ramjas Rai

The subscriber had complained against bills dated 1st September, 1970 for Rs. 1064.00 covering 5020 calls and dated 1st July, 1971 for Rs. 1586.00 covering 7630 calls.

The complaint was examined. However, no justification was found for downward revision of the bill or grant of rebate.

During investigations no technical fault was found. The calling rate was uniformly high during the period under consideration.

No complaint other than the above were received from the subscriber.

**Case No. 22.**

TELEPHONE NO.: 269089

SUBSCRIBER: Kirana Committee Delhi (Regd.).

The subscriber had complained against rent bill date 1st December, 1971 for Rs. 908.00 covering 4060 calls.

The complaint was examined. However no justification was found for downward revision of bill or for grant of rebate. During investigations no technical fault was found. The calling rate was also uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 23**

TELEPHONE NO.: 268515

SUBSCRIBER: M/s Supariwala & Co.

The subscriber had complained against the bill dated 1st November, 1971 for Rs. 1499.59 covering 7089 calls.



The complaint was examined. However no justification was found for downward revision of the bill for grant of rebate. During investigations no technical fault was found. The calling rate has been uniformly high during the period under consideration.

No complaint other than above were received from the subscriber

**Case No 24**

TELEPHONE NO.: 266104  
SUBSCRIBER: Gag Raj Maheshwari.

The subscriber had complained against bills dated 21st September, 1971 and 21st December, 1971.

On investigation it was found that due to a clerical error the bills had been issued for excess number of calls; the excess charged calls being 4100 and 6000 respectively.

Necessary action has been taken to revise the bills accordingly.

No complaints other than the above were received from the subscribers.

**Case No. 25**

TELEPHONE NO.: 565074  
BILL DATED: 1st December, 1971

No complaint has been received from this subscriber against this bill.

**Case No. 26**

TELEPHONE NO.: 224698  
SUBSCRIBER: Shri Jagdish Chander Sapra.

The subscriber had complained against bill dated 11th November, 1971 for Rs. 476.84 covering 1957 calls.

The Complaint was examined. However, no justification was found for downward revision of the bill or for grant of rebate. During investigations no technical fault was found. The calling rate was also found to be uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 27****TELEPHONE NO.:** 263052**SUBSCRIBER:** Shri Rattan Lal Poddar.

The subscriber had complained against bill dated 11th December, 1971 for Rs. 1,174.00 covering 5490 calls.

The complaint was examined. However, no justification was found for downward revision of the bill or for grant of rebate. During investigations no technical fault was found. The calling rate has been uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 28****TELEPHONE NO.:** 54504**SUBSCRIBER:** Shri T. D. Popli.

The subscriber had complained against bill dated 1st August, 1971 for Rs. 618.60 covering 2931 calls and bill dated 1st November, 1971 for Rs. 896.75 covering 4517 calls.

The complaints were examined but no justification was found for grant of rebate. The subscriber represented against the decision. However, even on the examination the case has not been found meriting rebate. Detailed investigations showed that there was no technical fault. Moreover, the calling rate was uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 29****TELEPHONE NO.:** 261181**SUBSCRIBER:** Delite Sanitary Engineers.

The subscriber had complained against bill dated 11th June, 1971 for Rs. 634.00 covering 2990.

The complaint has been investigated and a rebate of 1300 calls had been allowed to the subscriber. During the investigations no technical fault was found. The meter readings showed an abnormal spurt due to which this rebate was allowed.

The subscriber had earlier complained against bill dated 11th April, 1971 for Rs. 376.00 covering 1700 calls. However, no justification was found for grant of rebate in that bill.

No complaints other than the above were received from the subscriber.

#### **Case No. 30**

TELEPHONE NO.: 268216

SUBSCRIBER: M/s. Budhi Chand Naunag Ram Jain

The subscriber had complained against bill dated 1st February, 1971 for Rs. 1286.00 covering 6250 calls.

The case was examined. However, no justification was found for downward revision of the bill or for grant of rebate. An earlier complaint against bill dated 1st August, 1970 was also regretted. Detailed investigations showed that there was no technical fault. The calling rate was also high throughout the period under consideration.

No complaint other than the above were received from the subscriber.

#### **Case No. 31**

TELEPHONE NO.: 268924

SUBSCRIBER: M/s Nanak Chand Sita Ram

The subscriber had complained against the bills dated 1st June, 1971, 1st August, 1971 and 1st November, 1972 for Rs. 79800, 894.00 and 1071.59 covering 2560, 4290 and 4949 local calls respectively.

The complaint was examined. However, no justifications was found for downward revision of the bills or for grant of rebate. Detailed investigations showed that there was no technical fault. The calling rate was also uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 32****TELEPHONE NO.:** 278141**SUBSCRIBER:** M/s General Electric Trading Co.

The subscriber had complained against bill dated 1st August, 1969 for Rs. 328.50 covering 1430 calls and bill dated 1st November, 1971 for Rs. 613.30 covering 2539 calls.

The complaint was examined. However, no justification was found for downward revision of the bills or for grant of rebate. No technical fault was found during the investigations. The calling rate was also uniformly high throughout the period under consideration.

No complaints other than the above were received from the subscriber.

**Case No. 33****TELEPHONE NO.:** 263110.

The subscriber had complained against bill dated 11th December, 1971 for Rs. 310.00 covering 1010 calls.

The case was investigated. No technical faults was found. The calling rate was also uniformly high during the period and as such the request of the subscriber for a rebate has been regretted.

No complaints other than above were received from the subscriber.