

[Shri B. Shankaranand]

Plan and beyond, taking into consideration;

- (a) the needs of Government based health care programmes;
- (b) the requirement of doctors in the private sector ;
- (c) the needs arising from bi-lateral agreements, international commitments and Technical Cooperation among Developing Countries ; and
- (d) necessity to redress regional imbalances in the distribution of a medical manpower.

In formulating its recommendations , the Committee may keep in view the reports made in recent years by the various Committee and Conferences on Medical Education.

The Committee shall submit its report within six months.

DR. SUBRAMANIAM SWAMY: (Bombay North East) : I am on a point of order. Under Rule 353, no allegation of a defamatory or incriminatory nature shall be made by a member against any person. I draw your attention to Mr. Rakesh who is bringing to your notice a news item in the 'Sunday Statesman'

MR. SPEAKER : Have you given notice of its ?

DR. SUBRAMANIAM SWAMY: I want to point out to you that if he has brought this matter before you, you are obliged under Rule 356 to call for comments from the Minister.

MR. SPEAKER : No. Without my permission nothing can be said.

PROF. SATYASADHAN CHAKRABORTY (Calcutta South) : You have given the ruling that there

has been no breach of privilege. The Finance Minister ..

MR. SPEAKER : That is finished.

PROF. SATYASADHAN CHAKRABORTY : Then why is it that the newspapers which gave all these things ..

MR. SPEAKER : Not allowed. Irrelevant.

(Interruptions)

MR. SPEAKER : Mr. Rawat. Why are you going into all these things Why can not you allow him to make a speech ?

(Interruptions)

अध्यक्ष महोदय : अब मैं कहां कहां देखता हूँ । . . . व्यवधान . . .

अध्यक्ष महोदय : बहुत हो गया, अब तो हाउस का काम चलने दीजिए ।

12.25 hrs.

CALLING ATTENTION TO MATTER OF URGENT PUBLIC IMPORTANCE

REPORTED COMPLAINTS AGAINST POSTAL EMPLOYEES FOR MALPRACTICES RE. MONEY ORDERS

SHRI HARISH CHANDRA SINGH RAWAT (Almora) :

I call the attention of the Minister of Communications to the following matter of urgent public importance and request that he may make a statement thereon :

Re : the reported complaints against postal employees regarding nonreceipt of payment, misappropriation, short payment and delayed payment of money order amounts and action taken by Government in the matter.

व्यवधान

अध्यक्ष महोदय : अब आप बैठिये कोई हद होती है। अब मैं कहां कहां इनको देखता फिलिंग आप कृपा कर के बैठिये अब हाउस का काम चलने दीजिये। बहुत हो गया।

Shri G.M. Banatwalla rose—

MR. SPEAKER: It is his duty to do it. I am not going to prompt him. I have referred the matter to the Foreign Minister. I want some facts from the Foreign Minister.

श्री रशीद मसूद (सहारनपुर) :
शुक्रवार को आर्म्स सप्लाय के खिलाफ जो अमरीकन एम्बेसी के सामने हमने डेमॉन्स्ट्रेशन किया था जिसमें 'असली भारत' के कारस्पोंडेंट का कैमरा छीना गया, जिसकी रिपोर्ट भी हुई है, उस पर हमने एडजर्नमेंट मोशन दिया....

: [شری رشید مسعود (سہارنپور)]

شکرور کو آرمس سپلائی کے خلاف جو امریکن ایمبسی کے سامنے ہم نے ڈیمونسٹریشن کیا تھا جس میں "اصلی بھارت" کے کریسپونڈنٹ کا کیمرہ چھینا گیا - جس کی رپورٹ بھی ہوئی ہے اس پر ہم نے ایڈجورنمنٹ مویشن دیا.....

अध्यक्ष महोदय : आप कोई और मोशन दीजिये। एडजर्नमेंट मोशन थोड़े ही होता है।

SHRI JYOTIRMOY BOSU :
Sir, I rise on a point of order. I sincerely wish to assist you. We had a case which I think is a very good precedent Shri Tul Mohan Ram's case, and this House had taken a decision ...

MR. SPEAKER : There is no case.

SHRI JYOTIRMOY BOSU :
Then a perusal Committee was constituted by the chair...

You constitute a perusal committee.

MR. SPEAKER : There is no question. There is no case here.

You are unnecessarily trying to take the time of the House.

(Interruptions)

MR. SPEAKER : Professor saheb, please do not disturb the proceedings.

THE MINISTER OF COMMUNICATIONS (SHRI C. M. STEPHEN) : The department handles eleven crore money orders every year and makes payment of Rs. 1150 crores through them. There is bound to be a complaint if a money order is not paid or wrongly paid. As against this large volume of money orders handled during the year 1980-81 the department received only 3.28 lakhs of enquiries and complaints about the money orders. This works out to less than 3 per thousand of money orders handled. It is found that during the last 5 years the level of complaints about the money orders has remained practically the same.

The complaints are handled by the department on a decentralised basis and field officers have been delegated adequate powers to redress the complaints. Rules and procedures have been prescribed for their prompt settlement. Over 98 complaints are settled within 3 months and 99.8% within 6 months.

In many cases it is found on enquiry that the money order was actually paid but the complaint was lodged because the sender stated that he did not get back the acknowledgement of the payee. In some cases the money order forms are reported as not received in the office of payment or lost in transmission. In such cases promptly duplicate money orders are issued and paid. In some

[Shri G. M. Stephen]

cases delay in payment is also noticed, particularly in the remote and hilly areas due to difficulties in making adequate cash available promptly in the branch post offices. Delay in payment is caused also due to addresses of payees not being complete or payees not being available for a number of days. Some cases, which are few and far between, come to notice where payment to wrong payees is made, sometimes due to bonafide mistake and sometimes due to lapses on the part of erring employees. In such cases after proper investigation appropriate departmental or legal action is taken against the delinquents.

In the past isolated cases also came to notice where amounts of some money orders were misappropriated by the booking or the paying officials or where money orders were tampered with in course of transmission or where bogus money orders were got inserted in the mail stream and got paid. However such cases have been extremely few and far between and they involved extremely small number and amount of money orders. They were promptly detected and necessary legal action was taken against the delinquents. No major case of this type has, however, been reported in the recent past.

The department has prescribed elaborate system of checks and cross-checks and a system of verification of payment of certain number of money orders, both in the urban and rural areas. All this coupled with the system of prompt enquiry into complaints minimises chances of malpractices and even isolated instances of this type cannot go undetected for long. The Department keeps the system under constant review and takes necessary preventive and punitive measures as the occasion demands.

Keeping in view the large volume of money order traffic and the money

involved, and that this work is performed by 5½ lakh employees in 1 lakh 40 thousand offices spread over the country, the money order service can be regarded as very efficient and reliable.

12.30 hrs.

[MR. DEPUTY—SPEAKER in
the Chair]

श्री हरीश चंद्र सिंह रावत : उपाध्यक्ष जी, जब मैं पार्लियामेंट में चुन कर आया तो उससे पहले एज लीडर आफ अपोजीशन माननीय स्टीफन की जो भूमिका रही उसका मैं प्रशंसक था। लेकिन आज किस तरीके से हमारा पोस्टल डिपार्टमेंट काम कर रहा है उससे ऐसा लगता है, केवल दो ही डिपार्टमेंट ऐसे रह गये हैं—रेल और पोस्टल डिपार्टमेंट्स जिनको देख कर जनता पार्टी के समय के मिसरूल की याद आती है। इन्दिरा जी के सत्ता में आने के बाद हमारे जितने भी और डिपार्टमेंट्स थे उनकी वर्किंग में बहुत सुधार हुआ है, लेकिन पी० एंड टी० में और रेलवे विभाग में जो काम चल रहा है ऐसा लगता है कि इन दोनों विभागों में कम्पटीशन चल रहा है। और ज्यादा न कह कर मैंने केवल इशारा किया है। मुझे माननीय स्टीफन साहब की क्षमता में पूरा विश्वास है और मैं चाहता हूँ कि रेलवे के बाद अगर और कोई विभाग है जो कामन आदमी तक पहुंचता है, और जो हमारे रूरल इन्फ्रास्ट्रक्चर में प्रवेश करता है तो वह पी० एंड टी० डिपार्टमेंट ही है और कोई दूसरा विभाग नहीं है। इसलिये इसमें जो अनुशासन हीनता है, या देरी करने की प्रवृत्ति है, ऋड करने की प्रवृत्ति है, टेलीफोन काल मिलाइये तो मिलती नहीं, काल को कोई अटेंड नहीं करता है, मनीआर्डर समय पर लोगों को नहीं मिलता, चिट्ठी समय पर नहीं मिलती, लिफाफा नहीं मिलेगा, पोस्टकार्ड नहीं मिलेगा इन तमाम बातों की वजह

से जनता में बड़ा असंतोष व्याप्त है । इस तरह से कहां तक काम चल सकता है ? इसको आपको जल्दी से जल्दी सुधारना चाहिये ।

जो मैंने काल अटेंशन दिया है उसके पीछे हमारी और हमारे तमाम कांग्रेसी साथियों की मंशा भी यही है कि इन कमियों की तरफ आपका ध्यान दिलायें ताकि उनको दूर किया जा सके । जो आपने यहां पर बयान दिया है...

श्री मनी राम बागड़ी (हिसार) : अगर माननीय स्टीफन में शर्म है तो इस्तीफा दें ।

श्री हरीश चन्द्र सिंह रावत : कमी-वेश इसमें क्या क्या हुआ है यह तो आपने जरूर कहा है । लेकिन जो हो रहा है उसको सुधारने के लिये आप क्या करेंगे उसके विषय में एक शब्द भी आपने बयान में नहीं कहा ।

आपने कहा कि 11 करोड़ मनीआर्डर होते हैं और 1,000 के बीच में तीन मनीआर्डर गलत पहुंचते हैं । लेकिन उन तीन में से कोई गरीब आदमी भी ऐसा हो सकता है जिसका बच्चा परदेश से कमाकर अपने मां बाप को पैसा भेजता होगा । अब अगर उस गरीब को समय पर पैसा न पहुंचे तो वह कहां पर हिट करता होगा, यह आपको सोचना चाहिये । और जो आपने रेमेडीज बतायी हैं कि हमारे यहां यह सिस्टम है जांच कर के ऐक्शन लेते हैं, इसमें कहीं पर उल्लेख नहीं किया गया कि आप क्या ऐक्शन लेते हैं और किन किन कर्मचारियों के खिलाफ आपने साल में ऐक्शन लिया । जब कि लगातार आपके पोस्टल डिपार्टमेंट में यह देखने में आता है कि एक आदमी मनीआर्डर भेजता है तो गांव में जो पोस्टमैन है वह उस रूपये को अपने पास

रख लेता है । अगर चार महीने भी अपने पास रख लिया तो उस व्यक्ति की तो चार महीने तक आवश्यकता की पूर्ति नहीं हो पायी जिस काम के लिये उसके बच्चे ने बाहर से पैसा भेजा था । तो इस विषय में आपने क्या ऐक्शन लिया है यह अपने बयान में नहीं बताया ।

दूसरे आपने अपने बयान में पोस्टल एजेंसीज के बारे में कुछ नहीं कहा जब कि आज जगह जगह फेक पोस्टल एजेंसीज खुली हुई हैं जहां अगर कोई आदमी मनीआर्डर करने जाता है, तो मनीआर्डर न कर के जाली रसीद दे देती हैं, और हर आदमी शिकायत भी नहीं कर पाता, और अगर कोई शिकायत करता भी है तो वह एन्टरटेन नहीं होती है । इसका कारण यह है कि आपके डिपार्टमेंट में एक तो ऐडवाइजरी कमेटीज इस समय नहीं हैं । जो हैं भी वह आपने जोनल लेवल पर बना रही है, और एक एक जोन इतना बड़ा है कि ठीक से सुपरवाइज करना नामुमकिन है । जैसे यू० पी० है इस जोन की आपने लखनऊ में एक ऐडवाइजरी कमेटी बना दी । तो वह सारे प्रान्त को सुपरवाइज नहीं कर सकती । इसलिये जो ऐडवाइजरी कमेटीज हैं वह कमिश्नरी लेवल पर होनी चाहिये । बल्कि मैं तो समझता हूं कि डिस्ट्रिक्ट लेवल पर होनी चाहिये । ताकि आपके डिपार्टमेंट की कहीं पर कोई फाल्ट आये तो पब्लिक रिप्रेजेंटेटिव आपके कर्मचारियों और अधिकारियों को बता सकें । इस समय आपके पोस्टल डिपार्टमेंट में ट्रेड यूनियनिज्म बहुत है जिसकी वजह से जितना इसमें गड़बड़ हो रहा है, उतना कहीं नहीं है । ट्रेडयूनियनिज्म को भी कंट्रोल करना चाहिये, जो प्रतिपक्षी लोग इन को ज्यादा उकसा देते हैं उस पर विचार करना चाहिये । विरोधियों द्वारा इनको उकसा देने से बहुत नुकसान हो रहा है, कितनों का सीधा सम्बन्ध नहीं

[श्री हरीश चन्द्र सिंह रावत]

होता है। मैं मंत्री महोदय से निवेदन करना चाहूँगा कि अपनी क्षमता, योग्यता और लीडरशिप के नाम पर कम से कम इस बात पर जरूर प्रकाश डालें कि आप किस तरीके से अपने मंत्रालय को ठीक करेंगे ?

THE MINISTER OF COMMUNICATIONS (SHRI C. M. STEPHEN) : My very learned friend has gone very much beyond this call Attention Notice. The point before us is only about mal-functioning money order part of it which I have explained in detail. Even with respect to that the report is un-satisfactory, one becomes rather sceptical as to how satisfaction can be given to everybody at all. There is a huge operation of handling of amounts to the tune of Rs. 1200 crores per year. About 11 crores of money orders are passing through. Out of that the total amount involved under fraud whatever that be, is to the tune of just Rs. 2.85 lakhs. Rs. 1200 crores are being paid. Money that is mis-used in a particular year comes to Rs. 2.8 lakhs. We must certainly pay a word of compliment to the huge number of employees who are doing this transaction, paying faithfully the money to the payees at their doors. This is the total picture we have to see.

The total number of fraud cases detected year to year, I am giving four years figures—696, 612, 509, 509 as against the total operation of, as I said about 12 crores. This is the comparative figure that is now before us.

I made an exercise of finding out how exactly the complaints are composed of. Between January and March, 1981 there were 93,000 money order complaints coming to us. I ordered analysis about it. The analysis was made. Out of this 93,000 60,000 or 61,000 was to the effect that they did not get the

acknowledgement back. But when they checked back, it was seen all the money had been already paid. Acknowledgement does not come back as registered. It comes back just as a paper. People mis-place it somewhere. The money was actually paid.

Out of 93,000 complaints, in 61,000 cases it was found that money was actually paid. About 17,000 complaints were that there was delay in payment. Payment was made beyond ten or fifteen days or whatever that happened. That happens in far away areas, in the Branch Post Offices hilly areas. At times they may not have the money because substantial amount of money has got to be paid. In difficult terrains we do not get cash bags. We get cash on to the other area. It takes a little time. That is part of the reason. Part of the reason is employees also keep a little money back at times. 17,000 is to that extent.

Loss of money order forms in transmission was to the tune of 9358. Wrong payments, out of 93,000 was only to the extent of 1150. That wrong payment could be further analysed post men being misled by the witness of wrong man and the man disappeared and all that.

In the case of money order it is impossible that the transaction goes undetected because the payee complains and the sender complains. No transaction which is misused can go undetected. Looking at this huge operation, we must pay compliments to the staff that they are doing it so faithfully. I must say India is the only country where money order is paid at the door of the payee. Everywhere you get a chit saying your money is here. You come and collect. India is the only country where it is being paid at the door of the payee.

We have 1,40,000 post offices. Out of that excepting for 20,000 rest are extra department post offices.

Most of it happens with extra-departmental post offices. 80 per cent of this happens with extra-departmental post offices because we recruit people of that type for the purpose of a particular area. Mostly, it happens there. Barring that, there is not much of a complaint and, wherever there is, even in the smallest town, the money is paid and the claim settled.

As far as efficiency is concerned, I would submit, out of these complaints, 95 per cent is settled within 3 months' time and 99.5 per cent is settled within 6 months' time. There cannot be a speedier settlement than this. There is no complaint which is pending beyond 6 months. There may be some complaints outstanding but that is because they may be of complicated nature. May be, the payee himself comes and puts a wrong claim that the money was not paid to him? may be, a clever fellow puts a wrong claim and tries to fool the Department. We will have to be clear about it. The complaints are being handled speedily. We see to it that the complaints are settled speedily. A huge part of it, more than 90 per cent of it, is settled within 3 months and, beyond 6 months, practically no complaint remains. The money is being paid. This is the picture of efficiency as far as the money-order part is concerned.

MR. DEPUTY-SPEAKER : Shri B. V. Desai. If you have got any complaint regarding money order only, you can ask the Minister, not about other issues. It is not a general discussion.

SHRI B. V. DESAI (Raichur) : The hon. Minister comes from adjoining district of mine. So, I have got high regard for him.

I have gone through the statement which he has given. I do not want to be second in any way in expressing my appreciation of the Postal Department. So far as money

order is concerned, definitely, I support him and I even go beyond that in paying compliments.

Just today morning, I rang up "185" ...

MR. DEPUTY-SPEAKER : You are going to the telephones actually. This is only with regard to money order.

SHRI B.V. DESAI It is concerning him only.

I rang up "185"—Phonograms. The telephone operator says : Kindly wait; you are in the queue. कृपया इन्तजार कीजिए-आप क्यू में हैं।

How long should it go ? For 25 minutes? Can he no. do something in this regard? It may not concern this matter. But it concerns Mr. Stephen. He is a good friend of mine. Should he not do something about it He may say in his reply that it does not concern money order. But it concerns Mr. Stephen. He should do something in this regard. Of course, this is not only about "185", "199", whatever service you take. He may please take note of it.

Regarding the money order, of course, the magnitude of work is here ...

MR. DEPUTY-SPEAKER If you please visit one of the telephone exchanges to see why the telephone operator says, "You are in the queue" you will understand.

SHRI B. V. DESAI : I do agree.

MR. DEPUTY-SPEAKER : She is not personally against you. The switch board is over. I know something about the Postal Department because I have worked in the Department for 25 years.

SHRI B. V. DESAI: You know more about it than me.

So far as money order part is concerned, looking from the point of view of the magnitude of work, as far as percentage is concerned, it is very negligible. I do agree. But none-the-less, we should not skip over it. In remote parts, it is going on a big scale. On the all-India level, from the magnitude point of view, the percentage may be little. But there is a brisk business going on. Even old-age pensions are delayed by 2-3 months. He comes with 3 months' document. He keeps one month for himself and pays for two months. The officers at the lower level should try to tighten up and see that such things do not happen. This should not happen. That is the point I wanted to bring to the notice of the hon. Minister. What he has stated here is of course, in praise of it. But I want to know how he wants to tackle this problem. Although it is a very small portion, so far as the magnitude is concerned, that also requires some serious handling by the hon. Minister and his Department. May I know from the hon. Minister in what way he is going to do it?

SHRI C. M. STEPHEN: It was in an effort to find out where the malady lies that I ordered that the total complaints for a particular period may be analysed and the result of the analysis has shown that there were only 1,000 wrong payments or mis-payments. Wrong payment was not an every day affair. During the whole year, the fraud that was detected as fraud was only around Rs. 500/-. This fraud has taken place when the staff is about 5 lakhs and the operation is about Rs. 12 crores. This is minimal. That too is the fault of the body polity. Somebody wants to commit a fraud. The important thing that we have identified is that the money is being paid. There is no single case of any person having sent out the Money

Order and the Department not compensating. There are some clever men, manipulating cleverly. It is in an effort to find out where exactly, the shoe is pinching that an analysis was made, which was satisfying. The only... absolute solution is making everybody a sort of saintly person who will not be indulging in corruption. Let us think that we are dealing with the people in Extra-Departmental Post Offices who are drawing about Rs. 12/- . It is those persons who are getting a little tempted at times. Please also understand that. Let us understand that sort of thing.

As far as departmental persons are concerned, I have to say that almost 80% of this is happening in the farflung area.

As far as the payment of old-age pension is concerned, I must submit that State Governments are coming to me saying that our Departments services must be made available to them for the payment of old-age pension, scholarship to the scheduled caste children, teachers' salaries and to arrange payment to the people in far-flung areas. They say "You are the only system that we can depend upon and about which we can think that the money will actually reach the other people". Bihar came to me. Many other States came to me and I said "If I am to undertake this operation, I must get something extra in order that I may take care of my employees also." This is the negotiation which is going on. Gujarat wants my services. Bihar wants my services. Both State Government's service is the most inefficient and corrupt. They feel that they are not able to carry it out. But they depend entirely on the Postal system. Let us salute the staff members, for the poor men who are working there and who are carrying out the huge operations.

SHRI G. M. BANATWALLA (Pannani): What happen to 185?

SHRI C.M. STEPHEN : 185 will be free of the queue when the pressure for more and more messages is reduced. It is the only answer to this. The whole problem is that our equipment cannot carry the heavy load that is coming upon it. That is the simple fact of the matter. When it is said "Please wait, you are on queue, it means that at least 5 people are in the queue. Beyond that it will be rejected. They are in the queue and remember, 185 means you have got to take down; the message. It is not like the other where you just give a complaint and leave it. If 185 is taken, you take down the message. It takes its own time. Therefore, it can take such a long time. If the message is long, the message will have to be taken. There are 2 alternatives possible. If one is taken, the line is cut off and nothing is stated and you get a busy tone. I think that it should not be so. If you get away from the line, you will not get a chance and, therefore, this instrument was put in to announce to you that you have got a chance and to please wait in queue. But if you are so impatient not to wait in the queue for even 15 minutes, then you can take your own time and come up in time. Your time depends on the length of the message that the previous man is dictating to the man who is taking. If the message is too long, you will have to wait a little too long. (*Interruptions*).

A large number of people are there. In spite of that, the message are so heavy. It is coming in. That also shows that my Service is very much in demand.

SHRI JANARDHANA POOJARY (Mangalore) : Mr. Deputy Speaker, Sir, I fully endorse the views expressed by hon. Minister. I also say that there are black-sheep in every field everywhere and we cannot generalise this. Not only that. As you are aware it is only when these black-sheep are brought to the surface, then only, we can

take action against these people. If a trend is created to demoralise the entire class of employees, I think it will have a far-reaching effect. Therefore, I request the hon. Members to desist from commenting on the performance of the employees who are sincere. Their number is greater than the number of these ungrateful and unlawful elements.

Because of the growing activities of the Postal Department, I am raising this point. Our hon. Minister was also pleased to say something about the performance of the P & T Department. That is why I am just raising this point. Because of the growing activities of the P & T Department, I want to know whether there is any need to have a separate Central budget for this Department. At the same time, it would be better if he brings it to the notice of the House and to the people of this country what exactly is the actual profit that has been made in the year 1980-81 and what would be the estimated profit of this Department in the year 1981-82. Unless we come to know of that, I think, the people will be in the dark so far as the performance of the Department is concerned.

Only one thing is there. With due respect to the Department I may submit that the efficiency of the senior supervisory cadre has gone down. I want to know what action has been taken by the Department to improve the efficiency of these people...

MR. DEPUTY-SPEAKER : That may be because of old age, I think. People come to the supervisory cadre at the old age; so, efficiency would have gone down because of old age, I think.

SHRI JANARDHANA POOJARY : May be, because of old age also. That may be one of the reasons. If there are any complaints, is government having a

[Shri Janardhana Poojary]

system in the form of a vigilance cell to check and take action on the complaints received by the Department so far as money-orders and other things are concerned ?

One more point, and that is about the shortage of stationery, including money-order forms. We have been told that there is a shortage. I want to know whether Government is thinking of setting up any security press for printing postal stationery, and if so, which place has been selected, the proposed investment and the capacity.

SHRI C. M. STEPHEN : There is another security press which has been settled upon and about which I made an announcement here. That will be set up in Hyderabad. Over and above that, for printing our forms which are in short supply we are setting up a press of the P & T Department exclusively for the P & T Department. The work is going on. The exact site has not yet been finalised; it will be finalised in a few months' time. We are setting up a press of our own for this purpose.

SHRI JANARDHANA POOJARY : What about efficiency in the supervisory cadre?

SHRI C. M. STEPHEN : About the supervisory staff, I entirely agree with my friend that, if the supervisory staff becomes as efficient as they should, the rest of it will follow. There has been a dilution in the efficiency of the supervisory staff over the period by making them completely subject to a sort of organized trade union pressure that comes in and the Department not backing them up. I think, this trend has changed now. The supervisory staff have been told that there will be no interference from the political or any other side, they will have to perform their job efficiently and they will have the backing. I am now satisfied. The efficiency of the supervisory staff

is coming up very fast and consequently the other performance is also toning up.

SHRI JANARDHANA POOJARY : What about a separate Budget for P & T ?

MR. DEPUTY-SPEAKER : That is a policy issue. That is why he is avoiding it.

SHRI JANARDHANA POJARY : About profit at least he can say. What was the profit for 1980-81 ?

MR. DEPUTY-SPEAKER : Don't insist. He cannot say these things.

श्री कृष्ण प्रताप सिंह (महाराजगंज) :
उपाध्यक्ष महोदय, इस विभाग की एक महत्वपूर्ण भूमिका है और इसीलिए शायद प्रधान मंत्री जी ने इस विभाग की जबाबदेही स्टीफन साहब जैसे व्यक्ति के ऊपर सौंपी है और उन के सहयोगी श्री नार्तिक उरांव पर है। लेकिन हम को ऐसा लगता है कि अधिक दक्षता और अधिक योग्यता के कारण ही जो सही बात है व्यावहारिक बात है उसकी गहराई तक न जाकर एक विशेष वस्तु की ओर हम ज्यादा ध्यान देते हैं। जैसे कि हमारे माननीय सदस्य श्री रावत जी ने स्टीफन साहब का ध्यान लिफाफों की कमी की ओर, टेलीफोन की ओर किया है, तो स्टीफन साहब ने कहा कि यह इस ध्यानकर्षण के परव्यूह में नहीं आता है। परन्तु वास्तव में हम गांव में जायें और देखें कि हमारी स्थिति क्या है। यह रैकेट प्रकाश में आया है, हम जिस क्षेत्र से आते हैं सरण डिस्ट्रिक्ट में जहां कि मनीऑर्डर देश के कोने-कोने से सर्वाधिक जाता है। यदि आप पूरे साल का आंकड़ा देखेंगे तो अधिकांश हिस्सा हमारे जिले में आता-जाता है।

SHRI ATAL BIHARI VAJ-PAYEE (New Delhi) : Sir, I

move that the present debate be adjourned. We had been to the Speaker's Chamber and we have discussed the entire matter....

(Interruptions)

MR. DEPUTY-SPEAKER : No, please. Mr. Krishna Pratap Singh, please carry on....

(Interruptions)

SHRI JYOTIRMOY BOSU (Diamond Harbour) **

MR. DEPUTY-SPEAKER : I am not allowing. This will not go on record.... If there is something said without my permission it will not go on record

(Interruptions)

MR. DEPUTY-SPEAKER : You please sit down.... Calling attention is on now. I will not allow anybody to speak. Mr. Krishna Pratap Singh, please carry on Anything said in his House without my permission will not go on record

(Interruptions)

MR. DEPUTY-SPEAKER : I am not giving permission. Calling attention is the agenda.

(Interruptions)

MR. DEPUTY-SPEAKER : Mr. Singh, you go ahead

(Interruptions)

MR. DEPUTY-SPEAKER : This is not the way.... I am on the agenda

(Interruptions)

MR. DEPUTY-SPEAKER : I am not permitting. Except the call attention, don't record anything else.

SHRI JYOTIRMOY BOSU : Sir, I am on a point of order

MR. DEPUTY-SPEAKER : No point of order. Now it is call attention.... No, no, I am not allowing.

Mr. Singh, please carry on

(Interruptions)

[MR. DEPUTY-SPEAKER : I am sorry.]

श्री कृष्ण प्रताप सिंह: मुझे ऐसा लगता है कि शिकायतें जो की जाती हैं, वे सही रूप से दर्ज नहीं की जाती हैं। मैं दो-तीन बातों की ओर मंत्री महोदय का ध्यान आकर्षित करना चाहता हूँ। अभी कुछ महीने पहले मैंने स्वयं एक आरोप पत्र सारंग जिला के सुप्रिन्टेंडेंट के खिलाफ दिया था लेकिन अभी तक उस पर कोई कार्यवाही नहीं की गई है।

SHRI GEORGE FERNANDES (Muzaffarpur) : Sir, as a protest, we walk out.

12.58 hrs.

Shri George Fernandes some other hon Members then left the House.

श्री कृष्ण प्रताप सिंह: मैं यह भी कहना चाहता हूँ कि जिल क्षेत्र से मैं आता हूँ, वहाँ के कई आदिमियों द्वारा हस्ताक्षरित आवेदन पत्र दिया था श्री रामप्रतिपुत्र श्री काशी दास ने एक मनीआर्डर भेजा गया था जो प्राप्तकर्ता को प्राप्त नहीं हुआ। उस सम्बन्ध में मैंने अलीगंज पोस्टमास्टर को 18-5-81 को शिकायत की थी लेकिन अभी कोई उस पर कार्यवाही नहीं की गई। इसलिए मैं माननीय मंत्री जी से जानना चाहता हूँ कि जो शिकायत दर्ज की गई है उस पर कब तक कार्यवाही की जायेगी? मैं मंत्री महोदय से यह भी जानना चाहता हूँ कि आप जो प्रश्न खोलने जा रहे हैं

[श्री कृष्ण प्रनापसिंह]

का वह बिहार प्रदेश में स्थापित करेंगे, जहाँ कि सबसे से ज्यादा मनीऑर्डर आता है, लिफाफे और पोस्टकार्ड ज्यादा बिकता है ?

SHRI C.M. STEPHEN : Sir, there is no new point made by the hon. Member. He mentioned about some money orders being sent but not received. I would rather take it as a test case if he would kindly give me the information about that. Let the information about that be given to me. I would ensure him that as a test case, I am prepared to take it up.

With regard to the press, I have already said that nobody tells in advance where it is going to be put up. It will be established somewhere in India.

13 hrs.

MR. DEPUTY-SPEAKER : Shri Zainul Basher. Only on money order complaints and no general discussion.

It is time also. Please take that part of the money order complaints from your long list.

SHRI ZAINUL BASHER (Ghazipur) : Mr. Deputy-Speaker, Sir, nobody can beat the hon. Minister at least in this House. He can convince this House with his figures, he can convince me also. But, neither he nor me, both can convince the country.

Sir, some time back, no less a person than the Prime Minister herself had expressed dissatisfaction about the working of this department; this department used to be a well managed department in the past when the stalwarts like Shri Rafi Ahmed Kidwai and others were the Ministers. But, I do not know what happened to it now ?

Mr. Stephen is very able man, a very honest man, a very efficient man and a very good Parliamentarian. Even when the Janata Party Government was here, they could not beat him when he was the Leader of the Opposition. I think he is too big for the Department. He is a heavy weight for this department.

MR. DEPUTY-SPEAKER : You are putting it in a very nice manner.

SHRI ZAINUL BASHER : I have great respect for Mr. Stephen. As I said already, he and myself cannot convince the country. I do not want to go into details of what is happening in this country. This is not the proper time for that.

Now, I would like to draw the attention of the hon. Minister to the working of a branch post office. The hon. Minister is very correct when he said that whosoever has sent his money orders the money is safe and they have reached the persons whether they reached them in three day's time or three month's time or three year's time. That is another matter. My point here is that they reached the persons. The complaints are with regard to the Branch post offices—not the sub-post offices. There are many departmental post offices. I think there are no complaints regarding the distribution of the money order's. What happened was that most of the money-lenders have become the post-masters in the Branch Post Offices. This is a fact. When they become post-masters, what they do is this. When the money order comes, they lend it to someone. After two months or after three months they call the persons concerned and pay something and ask them to come after one week to get the balance. They give that in instalments. In one case I came to know of that. This was a recent case. I am going to write to the Minister. In a village in Varanasi, a person was suffering from T.B. He

was in need of money for his treatment. His brothers sent him Rs. 1,000 for his treatment. One post office collected that. Let the hon. Minister kindly make a note of this. It is a Sadalpura Post Office in Varanasi. His brothers sent him Rs. 1,000. He was intimated after one month by his brother. He went to the post office and told the post master that the money order had not been received. He was told that the money order had not come, the money order had not come. When he made a complaint to the postal authorities, the inspector came, he took the man to the post office. Before the Inspector, he was willing to pay Rs. 500 only and he promised to pay the balance of Rs. 500/- after a week. This is the case with every branch post Office. There is no complaint about sub-post office or departmental post office. Only the complaint lies with branch post offices. I would like to know specifically whether he is going to abolish branch post office and convert them into sub-post offices? I know they will have to spend more but the efficiency will increase. The telephone people are complaining that postal department is eating our money and, as such, how can we improve. They say that if the telephone department is separated they can improve a lot. The Minister may kindly look into this complaint but the postal services are essential services. If they are losing money let them lose it. We can reimburse them from the Central pool. There is no worry about it. Post office is one such thing which concerns every individual. So, we should ensure its proper functioning. I would not like to put any question because I know the Minister will beat me and I cannot beat him.

SHRI C. M. STEPHEN : Sir, I must thank my very obliging friend for the compliments he paid me personally. I know all the Members on this side and even on the other side who are well disposed towards

me. I have to doubt about it. I am very much beholden to them for that. He incidentally said that I am too big for the Department. I must say that this Department is too big for anybody and doing a service which is extremely Yeoman and one must feel about it. As far as I am concerned I am proud of being connected with this Department. I feel like fulfilment in my life by being connected with a Department which is doing so great service to the country. As far as postal section is concerned I feel aggrieved when anybody attacks it. It has got defects. Quality has come down a little but look at the operation that is carried on. This is even today the best in the whole world. Everybody acknowledges that. This is indicated by the figures which I just mentioned.

As far as branch post offices are concerned there is no getting away from that. There are 5 lakh villages and we have got post offices which cover 1.40 lakh which means still three lakh villages are outside and without the facility of post office. Even if you start a branch post office there is monthly expenditure of Rs. 500. If we spend out like that not even the Government of India with all its resources could meet the financial requirements that are coming. Therefore, this sort of an agency system has been developed for branch post office areas. We are trying to take care of their needs and requirements. There may be some money-lenders here and there but if you look at the branch post masters most of them come from the lowest cadres. They have nothing to do with the money-lending. They are the most poorly placed people. That is one of the problems with us. Persons of proper status do not come in. Therefore they are subjected to some temptation and all that. Sometimes the Department is also responsible because by the time money order form reaches the far away area we are not able to get the money across to him at that time. There are some such

[Shri C. M. Stephen]

cases because it is such a far away area or a dacoit infested place like that. We are not able to get to such places. If I may state this, Sir, more than 80 per cent of the complaints pertain to areas in Bihar and in U.P., and with respect to the Branch Post Offices, there are complex reasons ; we are handling these cases ; we have made an analysis ; we have made a study about these. With all that, I am repeating, Sir,— the quality of service that is being given (with all the defects and some depressing aspect of it) still remain the silver-lining of the whole establishment and the service that is being done.

13.11 hrs.

CHAPARMUKH-SILGHAT
RAILWAY LINE AND THE
KATAKHAL LALABAZAR
RAILWAY LINE (NATIONALISATION) BILL*

THE MINISTER OF RAILWAYS (SHRI KEDAR PANDEY) : I beg to move for leave to introduce a Bill to provide for the acquisition of the undertakings of the Chaparmukh-Silghat Railway Company Limited in relation to the Chaparmukh-Silghat Railway Line and the undertakings of the Katakhal-Lalabazar Railway Company Limited in relation to the Katakhal-Lalabazar Railway Line with a view to securing the efficient operation of the said Railway lines so as to subserve the needs of the north-eastern areas of India and to protect the links of communication between the said areas and the rest of the country and for matters connected therewith or incidental thereto.

MR. DEPUTY-SPEAKER : The question is :

“That leave be granted to introduce a Bill to provide for the acquisition of the undertakings of the Chaparmukh-Silghat Railway Company Limited in relation to the Chaparmukh-Silghat Railway Line and the undertakings of the Katakhal-Lalabazar Railway Company Limited in relation to the Katakhal-Lalabazar Railway Line with a view to securing the efficient operation of the said Railway lines so as to subserve the needs of the north-eastern areas of India and to protect the links of communication between the said areas and the rest of the country and for matters connected therewith or incidental thereto .”

The motion was adopted.

SHRI KEDAR PANDEY : I introduce † the Bill.

13.13 hrs.

The Lok Sabha adjourned for Lunch till fifteen minutes past Fourteen of the Clock.

The Lok Sabha reassembled after Lunch at twenty minutes past Fourteen of the Clock.

[MR. DEPUTY-SPEAKER in the Chair]

MR. DEPUTY-SPEAKER : Now matters under rule 377. Mr. Digvijay Singh is absent. Mr Jaipal Singh Kashyap is not there. Now Mr. Behera.

*Published in Gazette of India Extraordinary Part-II, section 2, dated 7-9-81

†Introduced with the recommendation of the President.