

[श्री राजदेव सिंह]

बहुत सी तकलीफें हैं, बहुत से पिछड़े हुए भी इलाके हैं, वह आज शायद इतने पिछड़े न होते।

सभापति महोदय: : माननीय सदस्य अपना भाषण कल जारी रखें।

18 HRS

### HALF-AN-HOUR DISCUSSION

LOSS SUFFERED BY SUPER BAZAR, DELHI

MR. CHAIRMAN: We now take up the Half-An-Hour Discussion. Shri M. C. Daga.

श्री मूल चन्व डागा (पाली): सभापति जी, दिल्ली का सुपर बाजार किस इरादे से खोला गया था उसको खोलने का इनका बड़ा नेक इरादा था।

"The purpose really was to make consumer goods available at fair prices for holding the price line because after devaluation many consumer goods were going underground and there was a great deal of clamour on this score."

उस परपत्र को लेकर आपने इस सुपर बाजार को खोला है। प्रश्न यह है कि वास्तव में यह को-ऑपरेटिव स्टोर है या नहीं, सरकार इस बारे में ठीक बात नहीं कहती है। यह एक सरकारी दुकान है, यह को-ऑपरेटिव स्टोर नहीं है। इसमें 96 परसेंट कैपिटल सरकार का लगता है। यह कहना बिल्कुल गलत है कि यह एक को-ऑपरेटिव स्टोर है। इसमें गरीब की पूजा लगती है। हिन्दुस्तान में जो पैसा टैक्स से इकट्ठा किया जाता है, वह पैसा गवर्नमेंट इस पर लगाती रही है और घाटा उठाती रही है। एस्टीमेट्स कमेटी ने इस बारे में अच्छा बर्णन किया है—

"The Committee regret to note that the Cooperative Stores Ltd., Delhi, registered on 20 June 1966, has not

been able to build up its share capital to any extent as yet. As on 30 June 1970, the share capital of the Society stood at Rs. 44.63 lakhs, of which as much as Rs. 41.76 lakhs were contributed by the Government of India as loan. The additional share capital contribution of Rs. 25 lakhs has also been sanctioned by the Government during 1970-71, raising their contribution to 96 per cent. The Committee need hardly point out that, if the Stores is to become truly cooperative in character, it should take immediate steps to broaden the base of its membership."

उस में सरकार का 96 परसेंट कैपिटल लगा हुआ है और केवल 4 परसेंट शेयर कैपिटल है। फिर भी सरकार कहती है कि वह एक को-ऑपरेटिव है। यह सुपर बाजार इसलिए चल रहा है कि कुछ सरकारी आदमी उस को चलाना चाहते हैं और लाखों रुपयों की तन्कवाह ले रहे हैं। 1966 से 1970 तक तीन साल में वहां 66.41 लाख रुपये का घाटा हुआ, अर्थात् तीन साल में हिन्दुस्तान की दौलत में से 66 लाख रुपये का नुकसान कर दिया गया।

18 HRS.

एस्टीमेट्स कमेटी ने बताया है कि इतना घाटा क्यों हुआ है।

"The Committee are distressed to find that the Stores has been incurring losses since its inception continuously for the past four years ended 30 June 1970. The biggest loss of Rs. 22.05 lakhs was in 1967-68, which was only marginally brought down to Rs. 19.27 lakhs and about Rs. 17.21 lakhs during the subsequent years, 1968-69 and 1969-70, respectively. The accumulated losses so far are about Rs. 66.41 lakhs. Apart from incurring deficits due to mismanagement, over-staffing, heavy pilferage, theft, high rent liability, injudicious purchases, decline in sales, burden of interest, overdrafts, etc., the Store experimented unsuccessfully on mechanisation of accounts and started a vegetable farm, both of which cost it heavily."

घाटे का एक कारण है बड़ी बड़ी चोरियाँ। क्या वहाँ एक भी आदमी को सजा हुई? सुपर बाजार में चोरों को भी सजा नहीं मिलती है। आज हालत यह हाँ रही है कि सरकार टैक्स लगा कर घन कट्टा करे और सुपर बाजार वालों को दे दे, और वे लोग अपने यहाँ ओवर-स्टॉफिंग करें और माल की चोरी करें उन्होंने एक वेजीटेबल फार्म खोला, जिस में तीन लाख रुपये का घाटा हुआ। बाजार में परचेजिंग करते हुए इतनी खराब चीजे खरीदी गई कि उस में घाटा हुआ। मंत्री महोदय बताये कि क्या इस बारे में एनक्वायरी कर के किसी अफसर को मजा दी गई।

सरकार ने इस बात की जांच करने के लिए एक कमेटी मुकर्रर की कि सुपर बाजार में घाटा क्यों हुआ। उस कमेटी ने कहा :

There have been heavy shortages in stocks due to pilferage by employees and customers which have been estimated to be about 2.5 per cent. of sales. The Audit Report for that period gives an estimate of Rs. 14 lakhs.

14 लाख रुपये के माल की चोरी हो गई। यह चोरी करने वाले कौन कौन से? अजमेर के एम० पी०, श्री बशेश्वर नाथ भार्गव, को, जो को-आपरेटिव को चलाना जानता है, वहाँ सभापति बनाया गया। उस ने एक महीने में ही खर्च में बीस हजार रुपये की कमी कर दी। लेकिन उन को वहाँ से तायब कर दिया गया, क्योंकि उन्होंने सख्ती से ध्यवहार किया। वहाँ जो मैनेज करने वाले सक्सेब हाथी है, उन को मालूम नहीं है कि वहाँ जतता का पैसा लगा हुआ है। उन्होंने बंगले बना रखे हैं। मैनेजर पर पांच पांच हजार रुपये खर्च हो रहे हैं। उन को कार बरीरह की सुविधायें मिली हुई हैं। वास्तव में यह चराहगाह

है, जहाँ बड़े बड़े गवर्नमेंट सर्विसेस चरते हैं।

जैसा कि मैं ने कहा है, इस सुपर बाजार में 96 परसेंट कैपिटल गवर्नमेंट का लगा है। गवर्नमेंट उस को लोन भी देती है। फरनीचर और हाउस रेंट पर 25 लाख रुपये का खर्च होता है। वहाँ पर एक अजीब बात यह है कि वहाँ न कोई एनक्वायरी होती है और न किसी को सजा मिलती है।

कमेटी ने कहा है कि वहाँ घाटा होते हुए भी ओवर-हैंड एक्सपेंसिज बढ़ते रहे हैं।

The overhead expenses are very heavy when compared to the gross profit and have been rising from year to year. During 1966-67, against a gross profit of 7.97 per cent of sales, indirect expenses were 10.08 per cent. In the following year, while the gross profit improved to 8.35 per cent of the sales, the indirect expenses rose to 14.29 per cent. of the sales.

मंत्री महोदय बतायें कि एस्टीमेट्स कमेटी की रिपोर्ट आने के बाद किस किस अधिकारी को सस्पेंड किया गया है, प्रासीक्यूट किया गया है और क्या चार्जशीट दिया गया है। मेरा दूसरा प्रश्न यह है कि जिन सालों में लास हुआ है, उन में टर्न-ओवर कितना हुआ है। 1966-67 और 1967-68 में कितना कितना टर्न-ओवर हुआ और घाटा क्यों हुआ। मैं यह भी जानना चाहता हूँ कि इन सालों में कितना मामान चोरी चला गया। सुपर बाजार ने वे चीजे खरीदीं, जिन की जरूरत नहीं थी और इस लिए उन को फेंकना पडा।

इन के अलावा मुझे आप मेहरबानी कर के यह बताइए कि गवर्नमेंट का जो कर पैसा इम्बेस्ट हुआ है उस पर गवर्नमेंट कितना इंटरेस्ट ले रही है अपने कैपिटल

[श्री मूल चन्द्र शर्मा]

का और वह इन्टरेस्ट आप ने इस में जोड़ा है या नहीं जोड़ा है? यह जो आप बता रहे हैं कि अब हम जोड़ा फायदा कर रहे हैं, मैं कहता हूँ यह आप गलत कह रहे हैं। यह जो हाफ ऐन अवर डिस्क्शन का नोटिस में ने दिया था सुपर बाजार के बारे में उस में आप ने बताया कि लौस हुआ है, लौस का कारण बताया—

For the first time, it earned a profit of Rs. 51,000/-.

जिस के अंदर आप ने बहुत बड़ी—कृपा की है 51 हजार बताया है, मैं कहता हूँ कि यह आप ने झूठा आंकड़ा दिया है और यह मैं साबित करता हूँ क्यों कि आप ने जो पहले के लौसेज हुए हैं उन के बाबत नहीं बताया है, उन के लिए आप को क्या कहना है और यह आप बताइए कि ब्याज कितना गवर्नमेंट को दे रहे हैं? ये मेरे सवाल हैं।

MR CHAIRMAN: Mr. Naik.

SHRI B. V. NAIK (Kanara): Are you calling me a little later?

SARDAR SWARAN SINGH SOKHI (Jamshedpur): I shall speak later.

SHRI B. V. NAIK: I have made a request to the hon. Chairman that I may be called a bit later because I am going through this and so it would be better if Mr. Sokhi is called.

MR CHAIRMAN: Mr. Naik, the system is this. The first speaker makes a speech. After the mover speaks, only questions are asked by others.

SHRI B. V. NAIK: I abide by your direction.

MR. CHAIRMAN: So, you will please put your questions.

SHRI B. V. NAIK: Sir, since I have taken the balance sheet of the cooperative stores limited, Super Bazar, at Delhi, through

un-official channels, it would not be in the fitness of things to quote from the figures because it would be unfair to the officials whom I know. I know the officials because of the simple reason that there was a time when I used to explain to the Ministers, like Mr. Daga, as an auditor in the Department of Cooperation and, many times, at that time, as an official, I used to feel: 'Why are our Ministers so mug-headed?'. Now the situation has changed. But, there are certain things which you will kindly clarify.

The first thing is: I shall try to generalise them, although I can pick up hundred loopholes as a qualified and professional auditor, in the balance sheet. The first and foremost thing is the shabby way to present the balance sheet of a multi-crore concern which was signed by the Financial Adviser and others. I won't go into that. The entire Ministry of Civil Supplies, Cooperation, I suppose, and others have been transferred now from the Ministry of Agriculture and Food to the Ministry of Industry. I want to know whether that means the change of the hon. Minister in charge of a portfolio or whether that also means quite a substantial change in regard to the policy as well as the directions that are yet to be known? I hope we will get an opportunity to discuss that in the course of Demands for Grants of the Ministry of Industry. What is the profitability of your Super Bazar? I see throughout the newspapers coming out of New Delhi, almost everything is advertised, nylon, textiles and others. But, I would like to know, as a common citizen of Delhi as to what is the total number of customers who are getting the benefits in the course of a year? Can you give us the progress on the floor of the House regarding the Super Bazar? After all, this is a Super Bazar situated in the capital of this country. My second question is this. Are you going to hand over the entire management of these Super Bazars and key institutions in the cooperative sector, particularly, for the employees who have been working there, they join the new institutions and then retire from there and they have no opportunities? They are ill paid. They are not adequately secure. I do not think that their service conditions are comparable either to the organised sector or even with the

conditions of service in the local self-Government. Until and unless you improve the service conditions of these ill-treated employees—not only in super-bazars but also the throughout the country—how do you expect to stop them from pilfering or committing mis-appropriation? Why do not you, for once, say that the person who joins a particular institution will ultimately find his future, fate, prosperity or doom only in that particular institution?

Now, Sir, Government has invested nearly the entire share capital. As on 30th June, 1974 their contribution is Rs. 66.70 lakhs. What is the institutional share capital? It is Rs. 20,000. What is the share capital from individuals? It is hardly Rs. 3.17 lakhs. Now, the entire thing has been wiped out in the form of losses. Mr. George, I ask you, if you had invested Rs. 66 lakhs in any venture would you wait for this figment of paper in the form of balance-sheet for the year 1974 in the month of May, 1975: I would like to know what is the principle of accountability of these institutions. You are spending money on management and paying as much as Rs. 5,000/-.

Sir, I am not so much worried about the losses but my point is, are these bonafide losses? Write them off if they are bonafide losses. Any new business venture is likely to run in losses but when you are giving freedom to managerial personnel and you are trusting them and if they indulge into any foul play and unbonafide losses, then nobody has any business to run these institutions.

Can you tell me—from small 'panwalla' upto a big departmental store—is there any institution in these years of virtually a complete sellers' market which has incurred losses? Now, it is said that we are making some profit during the current year. This shows that the Government as an indifferent owner, proprietor has not been able to do justice to these super-bazars.

Let there be an improvement in the managerial capacity of the Government, Don't leave it to your Secretaries. Have some of these experts from wherever you can get them. Either you learn to manage

them or you have got no business to continue in this line. I hope the Minister will be kind enough to answer my questions, taking the spirit of what I have said.

श्री रामावतार शास्त्री (पटना) :  
सभापति जी, जिस उद्देश्य से दिल्ली और देश के विभिन्न राज्यों में सुपर-बाजारों की स्थापना की गई, वे उद्देश्य बड़े ही नेक रहे हैं, लेकिन मैं यह जानना चाहता हूँ कि जिन उद्देश्यों से अपने सुपर-बाजारों की स्थापना की, क्या उन उद्देश्यों की पूर्ति करने में आप कामयाब रहे हैं और यदि रहे हैं तो उस का सुबूत क्या है?

साथ ही मैं यह भी जानना चाहता हूँ—सुपरबाजारों के खुलने के बाद क्या आप को आम बाजारों की चीजों की कीमतों को नियन्त्रित करने में कुछ मदद मिली है? अगर मदद मिली है तो उसका आप का अनुभव क्या है, वह किस रूप में है—बतलाइये?

तीसरी बात—दिल्ली सुपर बाजार को 1966-67 से लेकर 1969-70 के बीच में 66, 67 लाख रुपये का घाटा हुआ। क्या यह घाटा एक टाप-हैवी एडमिनिस्ट्रेशन का पार्ट है, आप जो खर्चीली व्यवस्था रखे हुए थे, उस की वजह से यह घाटा हुआ है? क्या आप ने इस बात का पता लगाया है कि एडमिनिस्ट्रेशन पर कितना खर्च होता है और साधारण कर्मचारियों पर इस बीच में कितना खर्च हुआ है, ताकि हम को समझने में आसानी हो सके कि बीमारी क्या है?

आप ने कहा है कि 1972-73 में 51 हजार रुपये का मुनाफा हुआ है और 1973-74 में 10 लाख रुपये का मुनाफा होने का अनुमान है। मैं जानना चाहता हूँ कि अब उस की स्थिति में क्यों सुधार हो रहा है, आपने अपने पिछले अनुभव का लाभ उठा कर ऐसी कौन सी कार्यवाही

[श्री रामावतार सास्त्री]

की है कि जिस की वजह से अब मुनाफ़ा हो रहा है तथा उस में सुधार लाने के लिये आपने कौन सी व्यवस्था की है?

क्या यह बात सच है कि सुपर-बाजारों में बरकरार का तमाम सामान बराबर मौजूद नहीं रहता है, अबलेबिल नहीं रहता है? अगर यह बात सच है तो इस कमी को दूर करने के लिये आप ने कौन सी कार्यवाही की है?

क्या यह भी सच है कि सुपर-बाजारों का जो बकिंग-आवर है—8 घंटे का, उस में आप दौपहर की छुट्टी भी देते हैं, जिस की वजह से कुछ कठिनाई होती है। अगर आप के मुनाफ़ा कमाने में कुछ इस तरह की कठिनाई है तो क्या आप बकिंग-आवर को बड़ा कर और कर्मचारियों को ओवर-टायम देकर काम लेने के बारे में सोचते हैं ताकि और ज्यादा मुनाफ़ा हो सके और जनता उस का ज्यादा से ज्यादा लाभ उठा सके।

दिल्ली इतना बड़ा शहर है—इस की आवश्यकता को देखते हुए कुछ और सुपर बाजार खोलने की क्या आपने कोई योजना बनाई है?

आखरी प्रश्न में चोरी के बारे में पूछना चाहता हूँ—चोरी करनेवाले अफसरान हैं या कौन लोग हैं? चोरी करनेवालों के खिलाफ़ आप ने कौनसी कार्यवाही की है ताकि वह जान कर जनता को सन्तोष हो कि आप चोरी करनेवालों के खिलाफ़ कुछ सख्ती कर रहे हैं। सब से पहले तो यह बतलायें कि चोरी करनेवाले कौन हैं? क्योंकि मैं जानता हूँ कि एक छोटे कर्मचारी की तो हिम्मत नहीं हो सकती कि वह चोरी करे, छोटी-मोटी चोरी किसी ने भले ही कर ली हो, लेकिन वहाँ तो बड़े बड़े चोर घुसे हुए हैं, उन की कोई जांच की हो तो बतलाइये, ताकि हम समझे कि दिल्ली में बड़े बड़े चोर कौन हैं?

**SARDAR SWARAN SINGH SOKHI:**  
I have got a few questions to ask of the Minister in charge. First, what are the reasons for the loss of Rs. 66.67 lakhs between 1966-67 to 1969-70 in four years? It is surprising that the Super Bazar ran into loss from the very year of its inception. No breakup of the loss yearly has been given. Second, what were the reasons for giving a subsidy of Rs. 3.59 lakhs in 1966-67, Rs. 1.66 lakhs in 1967-68, Rs. 0.60 lakhs in 1968-69, Rs. 1.19 lakhs in 1969-70? Again when the Super Bazar made a profit of Rs. 51,000 in 1972-73, why was a subsidy of Rs. 0.18 lakhs given? In 1973-74 a profit of Rs. 10 lakhs was made. Then what was the necessity of giving a subsidy of Rs. 1.00 lakhs? Also how could a profit of Rs. 10 lakhs be ascertained for 1973-74 when audit had not yet been completed? I would require a clearcut reply to each of these questions

Again for the year 1971-72, the figures have been left out. Nothing is shown as to how much subsidy was given during this year. It only shows an over-typing there I suspect some figures have been concealed

What were the reasons for these losses when every private businessman dealing in similar business is showing profits and prospering day by day in spite of many hurdles?

**SHRI B. V. NAIK.** They are also making profit; it is being pocketed.

**SARDAR SWARAN SINGH SOKHI:**  
Is it due to overstaffing or purchase of sub-standard goods, foodgrains or is it due to negligence on the part of the staff and mismanagement? Or is it due to poor after-sales service, corruption, mismanagement or stealing or the incompetent General Manager and the present president?

I will cite an example. I purchased one air cooler from there in 1973 for Rs. 807. Within one month, it went out of order. No one cared to come to see it though I wrote many letters. I wrote to the General Manager; I wrote repeated letters to the President, Sabita Bahu. Then a reply comes; after six months when the summer was over, somebody comes to see what is

wrong with the cooler. I am paying Rs. 150 per month for air-conditioning for the last two years. It is lying as scrap with me. Why are they buying these sub-standard products? Why do they not blacklist the companies which are supplying these goods?

I purchased a transistor last year. Within one year, the handle got cracked.

SHRI B. V. NAIK: Why do you keep on purchasing from there?

SARDAR SWARAN SINGH SOKHI: Because it is a Government Super Bazar. Everybody thinks that he will get standard quality goods.

There are many other points I want to raise, but due to want of time, I cannot do it. But I would like to know why this Super Bazar is not properly managed. Why should it not be run on a commercial basis with trained staff showing good behaviour? Also I request the Minister in charge to overhaul the entire machinery of the Super Bazar right from top to bottom and plug the leakages. Those who are responsible for the losses should be sternly dealt with. It must show profits like other industries.

SHRI S. A. MURUGANATHAM (Tirunelveli): I have come to know from reliable sources that the super bazar authorities make purchases of commodities through middlemen and not through any co-operative marketing societies. They resort to this because the managers get commission under the table. I have heard from the workers of the super bazar that all the managers of different sections in the super bazar own palatial houses in posh localities in the capital. Recently there was a strike in Kidwai Nagar Super Bazar branch. The workers resented the appointment of two corrupt persons as managers and they unanimously wanted them to be removed.

I can give you my own example. I wanted to buy a foreign blade and suiting cloth from the branch of the super bazar in Vithal Bhai Patel house. I sent a chit through a messenger. I was not given those articles, though such smuggled goods

being sold there were available. I know for certain that such goods are sold underneath the table to the relatives and friends of managers in the super bazar. It is not enough that the Minister of State Shri George inaugurates a renovated section of super bazar in Connaught place, inspite of a substantial subsidy of Rs. 8.22 lakhs in the year 1972-73, after six years of its inception, it made a profit of Rs. 51,000. I have to point out that the super bazar cannot make any profits so long as the managers make purchases through middlemen and are not sincere to the movement. Instead of helping the common consumers, the super bazar has become a place for vested interests. You go to the super bazar in Connaught Circus. Only luxury items occupy major space. The essential commodities are strewn here and there. But the luxury items are displaced so well that only aristocratic ladies are attracted. I doubt whether the mother-in-law of Hindi cinema actor Shri Manoj Kumar, Shrimati Savita Bahen is capable of setting things right in the super bazar. I should like to know what steps the Government propose to take to reorganise the Super bazar for making it a profitable organisation.

THE MINISTER OF STATE IN THE MINISTRY OF INDUSTRY AND CIVIL SUPPLIES (SHRI A. C. George): I am extremely thankful to the hon. Members for putting forward very constructive suggestions and criticisms and I am sure this discussion will help to improve the functioning of the super bazar in the capital city of India. Every Member was kind enough to concede that the purpose or concept behind the super bazar was extremely laudable; it was intended to ensure cheaper cost, better quality, proper weight and fair trade practices to the masses of this big city. In the beginning super bazar was making a loss. In 1966-67 the turnover was Rs. 458 lakhs and in 1967-68 it was Rs. 468 lakhs and it came down in 1968-69 to 387 lakhs. From 1972-73 onwards there is a sign of improvement and then the annual turnover was Rs. 453 lakhs. In 1973-74 the annual turnover went up to Rs. 7.33 crores.

SHRI M. C. DAGA: It is because of the rise in prices; not due to anything else.

**SHRI A. C. GEORGE:** For the year 1974-75, from the present trends we are hopeful that the turn over will be Rs. 8.5 crores. Some hon. members were kind enough to concede that it started making profit from 1972-73. The profit was only Rs. 51,000. In 1973-74 it made a profit of Rs. 10 lakhs. In 1974-75, we are definitely making a profit of more than Rs. 10 lakhs. So, it is improving.

He asked about membership. There are 10,156 shareholders, out of which 3,000 additional shareholders have come in 1973-74 alone. This indicates that at least from 1973-74 we are taking definite measures for improving it. It is not as though it is just a department of the government.

**SHRI M. C. DAGA:** How much capital is employed by the Government and how much is the share capital of others?

**MR. CHAIRMAN:** Please hear him patiently.

**SHRI A. C. GEORGE:** He said, we have been sleeping over the losses. 3 managers have been dismissed for mismanagement. 15 lower employees have also been dismissed during the last 3 years for mismanagement. For embezzlement committed in the household section 6 persons including a manager are being prosecuted. This shows that we are taking prompt action.

**SHRI VAYALAR RAVI (Chirayinkil):** They are not the real men.

**SHRI A. C. GEORGE:** If he tells me who are the real man, I will take action.

**SHRI VAYALAR RAVI:** I can give the names of the real men.

**SHRI A. C. GEORGE:** Mr. Naik said, this organisation is run by people on deputation alone. I concede the spirit and the principle behind what he said. In an organisation like this, the managers and other employees must be committed to it and this must be their bread and butter. It is only when they are emotionally attached to it and feel that their own fate and prosperity is linked with the fate and prosperity of this organisation that this

organisation will thrive. Out of the total of 850 employees, only 5 are on deputation. The rest are all permanent employees of this organisation.

**SHRI B. V. ANIK:** These 5 are the key people—General Manager, Managing Director and other top posts.

**SHRI A. C. GEORGE:** They are from the IAS, IA & AS.

**SHRI B. V. NAIK:** Throw them out. Have them only from the employees. This is statistical jugglery that only 5 out of 850 are on deputation.

**SHRI A. C. GEORGE:** When a highly qualified and competent chartered accountant like Mr. Naik is putting questions. I must have the help of an IA & AS officer to reply to them. Mr. Naik said, we are not paying the employees properly. I do not believe that if we merely pay well, that will be a deterrent against pilferage. Even highly placed people resort to pilferage. It is not directly proportionate to the salary. But the point I would like to make is that the pay-scales of the staff of the Super-Bazaar in Delhi are the best in regard to pay scales prevailing in any other departmental store in this country. They are given DA at the Central rates, besides bonus at 8.33 per cent, promotional opportunities according to merit and so on. So, their service conditions have been improved very much.

**SHRI B. V. NAIK:** The hon. Minister was kind enough to commend my competence. I am here because of my sincerity and not on account of my competence. I have suggested that, if not today, either tomorrow or the day after, the employees should come from the institution itself, from the cooperative sector. How soon will it be done, that is the thrust of my argument. In other words, when will you stop deputation?

**SHRI A. C. GEORGE:** In the Super Bazaar, as well as in other governmental organisations, deputation is prevalent and is done with the best of intentions, keeping the interests of the organisation in mind.

I was referring to the position that is prevailing now. As was agreed to by

other members, the ultimate purpose of this super bazar is to see that the essential commodities are given to the common people of this city at fair prices and in good condition, good quality and proper weight.

**SHRI M. C. DAGA:** Why not answer our specific questions?

**SHRI A. C. GEORGE:** The hon. Members have put so many questions. I am trying to answer them one by one.

The important question is how best we can improve it. According to me, this organisation is showing improvement from 1972-73 onwards. The losses are no more prevalent. In 1972-73 we made a profit of at least Rs. 50,000, in 1973-74 Rs. 10 lakhs and in 1974-75 another Rs. 10 lakhs. So, there is a definite trend of improvement. Now it is our intention to see that there is further improvement. It will serve the purpose for which it was conceived.

We have to improve still further. For that we are thinking of setting up processing units by which the middlemen's margin would be reduced, if not absolutely nullified. We will ensure linkage between the processing units and this organisation itself, so far as essential commodities are concerned, so that the middlemen's margin is reduced or avoided. In that way we will be able to serve the consumers better. Further we are also thinking of cold storage and deep freeze so that commodities which are available only at a particular time are stored for supply during the lean periods.

Then, we have got only three important branches plus some mini branches. This, according to us, is not enough. We have to spread our activity and make it broad-based. So, we are requesting the DDA to provide us sites for shopping centres at concessional rates so that we can extend our activities to the important satellites where salaried people, middle class people, government employees and factory employees live, so that we can provide these people their necessities at a reasonable rate and of good quality and proper weight.

Further, we have recently launched a new programme called Home Delivery, which will be of great relief to the housewives, who do not have domestic servants. By this method we will be able to take the shops to the houses themselves. This may to a very great extent solve the problem of the so-called discourtesy which has been alleged.

We are launching an ambitious programme of employee training at various levels, not for the Managers alone, but at the middle and lower management level and at the salesmen level. All these people will be properly trained to inculcate into them the spirit of service and salesmanship, so that the customer is given the best of facilities.

With the Civil supply Department coming into vogue from October onwards, the most important thing according to me is market intelligence so that we may be kept informed about the different trends in the marketing situation, how fluctuations are taking place etc. So to say, the Super Bazaar has taken up the voluntary job of serving the citizens of Delhi. We have started a market intelligence cell which will keep on monitoring the different trends, the situations of shortage, scarcity etc., so that we can immediately move on with the necessary facilities and the commodities that are needed in the different areas.

**SHRI M. C. DAGA:** When we raise a half an hour discussion, he need not detail how the Super Bazaar will work in future.

सभापति महोदय : श्री रामावतार शास्त्री जी ने स्पेसिफिकली यह क्वेश्चन किया था। डागा साहब आप आज इतने परेशान क्यों हैं ?

**SHRI A. C. GEORGE:** Apart from the specific question put by Shri Ramavatar Shastri, I thought Mr. Daga was interested in knowing what programmes we have got for the future.

The Super Bazaar has started wholesale supply of essential items to the universities and important colleges. This has showing results. In the last three or four months, the mess bill of each student

[Shri A. C. George]  
 roading in these institutions has come down by 15 to 20 rupees per head because the Super Bazaar was in a position to supply most of the commodities that they need at a lower price and of better quality.

We have recently introduced another innovation, "check your weight", and adulteration is being controlled by quality control in the laboratory. Under-weighing is prevalent in the private trade. So, we have put standard weighing machines in different corners of the Super Bazaars at important centres, so that every customer is in a position to check for himself whether these things are given with the proper weight or not.

So, it is not as though we are sleeping over these problems. We think that this is an important instrument to see that the consumers in Delhi get things at the proper price with the proper weight and quality.

I have taken the suggestions and criticisms of Shri Naik in the spirit in which he has made them. I know that hon. Members want this to function properly. We are taking measures for that.

18.50 Hrs

The Lok Sabha then adjourned till Eleven of the Clock on Tuesday April 29 1975/Vatsakha 9, 1897 (Saka).