

President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Other Capital Outlay of the Ministry of Irrigation and Power'."

16 hrs.

DEPARTMENT OF COMMUNICATIONS

Mr. Chairman: The House will now take up discussion and voting on Demand Nos 93 to 97, 142 and 143 relating to the Department of Communications for which 3½ hours have been allotted

Hon Members present in the House who are desirous of moving their cut motions may send slips to the Table within 15 minutes indicating the serial numbers of the cut motions they would like to move

DEMAND No 93—DEPARTMENT OF COMMUNICATIONS

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs 8,34,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Department of Communications'."

DEMAND No. 94—OVERSEAS COMMUNICATIONS SERVICE

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs. 1,55,68,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Overseas Communications Service'."

DEMAND No. 95—POSTS AND TELEGRAPHS (WORKING EXPENSES)

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs. 1,17,09,67,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Posts and Telegraphs (Working Expenses)'."

DEMAND No. 96—POSTS AND TELEGRAPHS DIVIDEND TO GENERAL REVENUE AND APPROPRIATIONS TO RESERVE FUNDS

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs 13,61,86,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968 in respect of Posts and Telegraphs Dividend to General Revenue and Appropriations to Reserve Funds'."

DEMAND No. 97—OTHER REVENUE EXPENDITURE OF THE DEPARTMENT OF COMMUNICATIONS

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs 21,80,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Other Revenue Expenditure of the Department of Communications'."

DEMAND No. 142—CAPITAL OUTLAY ON POSTS AND TELEGRAPHS (NOT MET FROM REVENUE)

Mr. Chairman: Motion moved:

"That a sum not exceeding Rs. 38,42,00,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of pay-

[Mr Chairman]

ment during the year ending the 31st day of March, 1968, in respect of 'Capital Outlay on Posts and Telegraphs (Not met from Revenue) "

**DEMAND NO 143—OTHER CAPITAL
OUTLAY OF THE DEPARTMENT OF COM-
MUNICATIONS**

Mr. Chairman Motion moved

"That a sum not exceeding Rs 1,15,57,000 be granted to the President to complete the sum necessary to defray the charges which will come in course of payment during the year ending the 31st day of March, 1968, in respect of 'Other Capital Outlay of the Department of Communications' "

Shri K. P. Singh Deo (Dhenkenal)
Mr Chairman, Sir, within the limited time at my disposal, it will not be possible to go into the details and a lot of things which I would have liked to point out. But I should like to refer to some of the crying needs which require a rational change in the P&T department. First and foremost, before we sanction this huge amount of Rs 256 crores to the P&T department I would like to point out the working of the P&T Board. In the report of the Department, it is said that the P&T Board and the Director-General, between themselves, are responsible for the development, maintenance and expansion of the posts and telegraphs throughout the country as also in administrative matters. When the P&T Board was first set up, it was with a view that it would function like the Railway Board, as an autonomous body. But now we find that the Secretary of the Communications Department is the Director-General, who is a civil servant, devoid of technical knowledge of the department, who is a rank outsider, and who is placed above the senior engineer and the postal officials who had for the best part of their

lives spent their time in this department. Without any previous knowledge about the department, this Secretary is placed above them.

I would now like to quote from the report of the Estimates Committee—report for the year 1960-61—which says

"It is high time that consistent with the responsibility and the social obligation of the department, due recognition was given to its commercial character by conferring on the P&T Board powers similar to those enjoyed by the Railway Board or at any rate the substance of powers enjoyed by public undertakings which may enable it to approach the problems of management and organisation with a more business-like mind and a greater sense of enterprise "

Till today, we are far from that objective. It was also pointed out that unequal status of the members was not conducive to efficiency. The inequality was removed in 1961, but unfortunately, it was reintroduced in 1966. The Committee also said that in course of time the functioning of the Board would have to be so arranged as to provide the service chiefs to become the real functional heads and the Chairman exercising only powers of co-ordination and policy-making. So, comparing this with the Railway Board, we find that the Board consists of seven members, there is one senior member of the Finance Ministry who has got the authority without any responsibility. And whenever there is any matter of policy, this brings in bottlenecks and red-tapism. There are a lot of difficulties in expansion and other progressive work in the department. I would submit that the present board be reduced to members of equal status. The Secretary should cease to function as the Director General and the member from Finance Ministry should find no place in the Board.

The members of banking and insurance, who have background of finance, should act in his place. The Chairman should be the senior-most among the 5, having a definite portfolio.

The reorganisation of the P&T Board has been promised by such eminent predecessors of our present minister like Shri Lal Bahadur Shastri and Shri S K Patil, but till now it has not been done. If the present membership of 7 is reduced to 5, this would lead to economy, better coordination, better working and more efficiency.

Since P&T is considered a commercial organisation, having social obligations too, it is expected that its revenues should exceed its expenditure, its projects should be remunerative and the overall capital loaned by the Government of India from its general reserves should pay a dividend. If we look at the difference between the postal branch and the telecommunication branch, we see that the postal branch is a labour intensive organisation, having about 4 lakh workers and a capital of Rs 5 crores. It needs labour-saving devices to increase productivity and stop losses. But the telecommunication branch is capital-intensive. They have a capital of about Rs 350 lakhs, but it is not so labour-intensive. It needs its capital utilisation to have more productivity and better technology.

In a Welfare State, health and education are considered basic and social necessities. So is the postal service in India during the successive plans, the limit of permissible loss on opening post offices in rural areas was raised because of the objective of providing even the remotest parts of India with post offices. Today few people realise that whenever one makes a telephone call or books a telegram or hires a teleprinter, he is being indirectly taxed exclusively for the running of the postal department, which is running at a loss. From 1951 till today the postal department has incurred a loss 9 times to the extent of

even Rs 120 million per year, but since both these branches are treated as one entity, the losses are made good by the telecommunication branch. On the other hand, telecommunication has steadily increased from 165,000 lines in 1951 to 965,000 in 1967. Teleprinter exchanges and subscriber trunk dialling for long distance have also increased the general growth by 64 times, which is greater than the postal increase. Now in spite of the rapid advance that telecommunication has made in manufacturing equipment, etc., still there is a waiting list for telephones to the tune of 350,000 against 150,000 in 1951. Is it logical or in accordance with any law or principle that to subsidise the losses on the postal services the telephone users should be asked to pay an indirect tax? The first step to avoid it will be the separation of the postal department from the telecommunication department.

If we go into the workings of the postal and tele-communications in advanced countries like Japan, Britain and Sweden we see that they have also thought of rationalising this. In Japan in 1943, after 84 years of telephone service, they had about 108,000 subscribing lines. By the end of the war, near about 1952, half of it had been destroyed. So Japan in its way to rehabilitate the telephone services floated government loans for telephones and telegraphs. It was not sufficient and, therefore, they thought of having a Corporation which was financed by the Government. This corporation was exempted from corporation taxes and it was free to subserve its own finances without getting on to the red-tapism and other bottle-necks that exist in our present structure of the P & T Board. In Britain, in 1961 they came up with a new Act by which the Posts and Telegraphs Corporation was unencumbered and even till now it has remained as a new form of State enterprise different both from the normal government department or the normal nationalised undertaking.

[Shri K P Singh Deo]

Coming back to the difference between postal and telecommunication services in our country, we see that the losses suffered by the postal department are like a mill-stone round the neck of the expansion scheme of the Telecommunication Department which, if separated could give at the disposal of the Telecommunication Branch additional funds to expand and to make available to the public telephones and other facilities at a quicker and much cheaper rate

I would like to say something about the Delhi Telephones which we have in our capital today. First of all I must say, a large percentage of telegrams are being sent as ordinary mail thereby deceiving the public. Even if a telegram worth Rs 100 is sent it goes at the slow-coach speed of six paise post card so that the public is cheated to a great extent although the Minister categorically demanded during a Calling Attention some months back and said that it was not a case of misappropriation of funds nor was it a case of cheating.

I now come to the question of telephone bills in Delhi. In case of non-payment of telephone bills a call is given from the Delhi Telephones informing the subscriber, whether he is present or whether some one else lifts up the receiver, that his line is being cut off. He is expected to maintain records of bills which he had paid for the last five or ten years to prove that he had been paying the bills in full. I am glad to say that the department has come out with defacing of stamps.

Mr. Chairman: He should conclude now.

Shri K. P. Singh Deo: Since the time at my disposal is very short, I will switch over from Delhi Telephones to my State of Orissa. Although the postal side of my State has been given the status of a Post-Master-General the engineering side

of the department is non-existent. For want of time I am not able to deal with it in detail. So, I would request the Minister of Communications to go through the cut motions which I have moved so that he will come to know some of our crying needs or pressing problems. During the last March session also I had demanded certain facilities for the Orissa circle. Dhenkanal and Kalahandi districts have been suffering a lot due to delay in the conveyance of postal articles. So I would request the Minister to introduce mail motor service and thereby increase the efficiency. The coal-mining area of Talchhat and the nearby vast industrial areas, are put to considerable hardship because of the delay and shortage of hands in the postal department.

Before concluding I would like to refer to the work to rule' struggle which the telegraphists have launched for 86 epic days. They were assured by the hon. Minister that a one-man arbitrator would go into their demands. That assurance is yet to be implemented. I hope he will look into it.

Then, the houses of class 3 and class 4 employees are in a deplorable condition. The hon. Minister of State, Shri Gujral had gone and seen for himself that accommodation meant for 400 people is used by 1,400 people. Though he has promised to do something in the matter, that remains unfulfilled so far. In Orissa a lot of extensions and alterations are needed to the existing post offices, because they were constructed 20 years ago or even earlier and are paying rent to P.W.D. Yet, it has not been attended to.

Since for want of time I could not deal with all the topics I wanted to, I would request the hon. Minister to go through the cut motions which I have moved and do something for Orissa, which is a backward State. I also thank you, Sir, for giving me an

opportunity to participate in this debate.

Shri Shashi Ranjan (Pupri). Mr. Chairman, we all know that P & T. is the biggest organisation, next only to the railways, not only in the matter of its size but also in the service that it does to the people. This department is spread all over the country and I think it is more widespread than the railways. It has got greater importance because it serves the cause of the poor in the remote areas. It gives employment to 5 lakhs of people. Of course, that should not give us satisfaction because if it is more well-managed it can give employment to another 5 lakhs people without much difficulty.

The Postal department has done very commendable work in all spheres of work and for that I must congratulate that department. It has made its contribution and impact felt in administration, defence, education, commerce and industry, transportation and earning of foreign exchange. It has done really commendable work. On the banking side also it has a very good record. The percentage of defalcation and fraud in the banking side of the postal department is very much less, compared with other banking corporations, which is praiseworthy. Also, it pursues cases of defalcation and fraud to the maximum extent possible and ensures that the money is actually realised.

I will tell you and the House a very interesting story. A defalcation case against a gentleman and his family, who contested against me in the last election, was going on for the last six months. He had defrauded the department to the tune of Rs. 25,000. I am glad that Shri Ranga is here. He gave a ticket to that man who thought that as he defrauded the Postal Department he would also defraud the voters and would get victory for them. But the people realised it and the man forfeited his security in spite of the biggest backing from their end and

the maximum amount of money spent by them. Still, knowing full well that he is going to be an MP, the Postal Department did not slacken its endeavour in realising the money due to them. Ultimately, only a few days back the man has been finally convicted and it has been found that neither he could defraud the bank nor the voters.

Shri R. Barua (Jorhat). What about the money?

Shri Shashi Ranjan: Money certainly will come.

An hon. Member: He wants to know his name.

Shri Shashi Ranjan: He knows it; he is his party-man. He has given him the ticket. He contested against me from the Pupri parliamentary constituency. He can find out the name. Why should I give him the name?

I must tell you that the condition of the Postal Department employees is not good. They need more amenities and more care.

I quite agree with my hon. friend, who has just now spoken before me, that the Board must be further strengthened and must be given more powers. There is no doubt about it. But just as in the railways there is the RPF for the safety of stations and other things, there must also be armed persons to safeguard the post offices where huge amounts of money and public property are there. Unfortunately, there is no such arrangement made by the Postal Department. I will request our very efficient and able Minister to take note of it. In many post offices where I have gone they have personally told me that this is their position.

Their living conditions also need a little care. They do not have houses. They have to live in a very humble way, much lower than they need. Their amenities are not there. So, I

[Shri Shashi Ranjan]

will request the Minister to look into the matter

There are certain grievances of the accounts branch of the Postal Department. I think I will pass them on to the Minister who will give a hearing to it and see if there is reason in that. He must look into it.

Then, I would like to say a few words regarding the increase in postal rates and about services. Every time when there has been an increase in postal rates, the ministers, right from Shri Kidwai, assure the House and the people that all the letters will be sent by air but I think most of the letters are not being sent by air. There is delay in the matter of delivery of letters of three to four days even from here to Patna, Muzaffarpur etc. which are district headquarters. With the increase in the rate I hope the Minister will fulfil that assurance and he will see to it that letters reach early.

Express delivery letters have absolutely no meaning. You will also bear out with me that express delivery has no meaning. It takes more of stamps but the purpose is completely lost, no special care is being taken.

Many people while speaking on the Budget have said about the increase in the postal rate for newspapers. Really, it is very pinching. It must be viewed with very seriousness that in a country which is developing and wants to develop its education and way of life we should increase the postal rate from 2 paise to 5 paise for 100 grams and from 3 paise to 10 paise for 200 or 250 grammes.

These things must be looked into.

Mr. Chairman: The hon Member should try to conclude now.

Shri Shashi Ranjan: I have not yet touched the other part of the work

of this Ministry. I would request you to give me some more time.

Mr. Chairman: Only 3 hours have been allotted for the whole debate.

Shri Shashi Ranjan: I am the first speaker from my party. So, you may kindly give me some more time.

I hope that the hon Minister will do something about the postal rates for newspapers. There are many newspapers which are priced at only 3 p but we find that they have to bear a postal rate of 5 p. This speaks very badly of our postal system. This is a matter which deserves consideration.

I would request him also to see that juvenile literature gets priority.

Mr. Chairman: I hope the hon Minister will appreciate these things.

The Minister of Parliamentary Affairs and Communications (Dr. Ram Subhag Singh): Yes, juvenile literature must get priority.

Shri Shashi Ranjan: After having spoken about the Postal Department, I must say now that the condition of the tele communications is very hopeless. Of course, the lines and services have increased enormously, but in the same proportion efficiency has decreased. You will bear me out when I say what it matters to get a telephone call matured and how discourteously the subscriber, be he a Member of Parliament or anybody else, is treated by the Telephone Department. The improvement in the tele-communication system during the last twenty years cannot be said to be adequate. Often, it is a well stated fact that a letter reaches its destination earlier than a telegram. As such the telegram does not serve the purpose for which it is meant, even though it is a very costly affair to book a telegram. Similarly, the irksome experience of waiting for a telephone call to mature is also a well known thing.

Everybody knows it very well Similarly, to have a telephone connection is also a very big achievement Everybody knows that there is a long queue of persons waiting at several places to get telephone connections I feel that if more equipment could be manufactured at Bangalore by the ITI and the BEL and more connections could be given, it will certainly give more employment to the people and it will also bring in more revenue to the public exchequer

I shall now try to sum up But I do not know whether I shall be able to sum up because I have many things still to say

The failure of the communication system in certain parts of the country is an every day affair Our telecommunication system is mostly dependent on physical lines, overhead or underground Faults develop here and there every now and then and the whole communication system fails in that area for the period till the fault is cleared Also, there is the theft of wires, sabotage and fractures or breakages of lines due to natural calamities etc thereby affecting the physical system of communication There may be several carrier channels on one physical line be it overhead or underground coaxial cable If the overhead line or coaxial cable fails along with it fails the entire system of 30 or 40 carrier channels that go over it This is happening because the maintenance of such a vast physical system is very hard indeed For example, the communication between Delhi and Calcutta is now dependent on the physical system only

I would submit that telecommunication can be well divided into the physical system and the wireless, and the wireless system can be further subdivided into high frequency and microwave systems I can understand that the introduction of the microwave system is a costly affair, and since the microwave equipment is not being manufactured here, we

may have to spend a lot of foreign exchange on it But since the BEL is manufacturing high frequency and very high frequency equipment, I do not know why the system cannot be introduced very easily in our country

I shall tell you one very concrete example about how the v.h.f system is being worked An estimate for linking up Patna and Muzaffarpur with a repeater station at Bhagavanpur was sanctioned in 1964-65 The equipment for this was received more than a year back But the system has remained uncommissioned as yet for want of masts I am told that three masts are required For want of these masts, the matter is being kept in abeyance for the last more than two years I had written to the hon. Minister and pointed out that these masts did not involve much of technical know-how and they could be manufactured anywhere But the hon. Minister replied to me that they had ordered it through the BEL on one Calcutta firm The Calcutta firm had manufactured those masts But since they owed some money to the State Bank of India, the State Bank forfeited those masts and they were not made available to us Then Government ordered another set of masts I could not understand the logic behind this action Where was the need to place a fresh order for masts when by paying the money to the State Bank those masts under their custody could have been released and the project completed and commissioned? Because the money was not paid, the State Bank did not release the masts Still the matter is hanging fire because they have ordered new masts This appears to be very funny

Our Minister comes from Bihar When he comes to Patna, I will ask him to book a call to Muzaffarpur He will find for days together, the call does not materialise From here to Patna, there is a direct line with 10 channels

Shri Rajaram: Is it possible for him to book a call from here to Madras?

Shri Shashi Ranjan: It may not be.

From here to Patna there is a direct line with 10 channels. Most of the time they remain idle. I cannot understand where is the fun in having 10 lines. The VHF is also very important from the point of view of our security and defence. So there must be a duplicate system of VHF and HF along with physical lines.

In these days when other countries are advancing at a rapid pace in the matter of tele-communications, we cannot lag behind. Of course, on record we have increased our lines enormously. But along with that the services have deteriorated in the same proportion. I would request the Minister to improve upon the service. At least he must see that once a call is booked, it materialises within 24 hours. But as it is, for days together, it does not. At 12 o'clock in the night, they ring up the man who has booked the call and say that the call is cancelled and he has to book a fresh call. I cannot understand it. When it is an ordinary call, you cannot get it for days.

Mr. Chairman: He may conclude now. The Minister has certainly followed it with interest.

Shri Shashi Ranjan: Then I will take some other opportunity. I will also meet the Minister personally and explain to him what I actually mean. I thought that being the first speaker from this side I would get at least 25-30 minutes, and so I had come prepared with notes. But I am sorry I am nipped in the bud itself.

Shri S. Kandappan (Mettur): The Minister in charge of this Ministry, Dr. Ram Subhag, as we all know, is a very able and hard-working man. But however capable he may be, I think with his preoccupation with multifarious activities, he is not able to spare much time for the management of this department. Even the little time he has is, I am sorry to

say, being mostly devoted for the promotion of Hindi in the department, with the result that the management of this service has gone from bad to worse.

Even a perusal of the audit reports show that the same types of omissions and same types of negligence are committed repeatedly in spite of audit objections. Without going into detail, I would draw attention to one remark on p. 14 of the audit report for the current year where it is stated:

“The total number of objections raised upto 1964-65 and remaining unsettled at the end of August 1966 was 61,369 involving an amount of Rs. 10.13 crores.”

Though to a member of the Bhim Club, this is a small amount, I think in reality this is a very big sum. It is time that the Government see that these things are rectified and the record is put straight.

I say this because when this department was handed down to us by the British, it was quite a well-knit and organised undertaking, and there were enough checks and counter-checks in the department itself. So, how do these anomalies occur in the administration of this department, incurring such huge losses? This amount should be made good, and I think the Minister should pay some attention to recover the losses.

This department deserves condemnation in the strongest terms for accumulation of arrears with regard to telephone dues. It is really very strange that dues in respect of bills issued up to 31st March, 1966 were in arrears to the extent of Rs. 6.11 crores on 1st July, 1966. How such a huge amount is being allowed to accumulate really I am at a loss to understand. Actually, in Delhi alone a total number of 55 subscribers were allowed a large amount of arrears. The most interesting part is that they have not paid dues ranging from one to

seven years, and even after seven years their telephones were not disconnected. This is pointed out by audit.

In my home town of Tiruchengode, every month, even before the due date, we receive repeated calls, insistent demands verging on harassment, that the bill should be paid within the stipulated time.

Shri Nambiar (Tiruchirappalli): That is Madras efficiency, this is Delhi inefficiency.

Shri S. Kandappan: I wish other parts of the country get the Madras efficiency in this matter. The bills have to be paid within a month. If they do not pay I do not know why action is not taken against them.

Actually it was brought to my notice that in one place in Salem even after the dues were paid the telephones were disconnected. It was a factory. When there were some wide fluctuations in the market and there were hectic calls to be put through to sales managers etc at various places suddenly they found that their telephones were disconnected. They thought it was out of order. The matter was reported. After some time they were told that it was disconnected for not paying the dues. They immediately rushed to the authorities with the receipt, but it took some time for the authorities to trace whether they had paid the bill or not, and the telephones were connected only the next day. In fact, damage to the business was already done, and not even an apology was offered to that firm. When such is the position in some cases, this kind of non-payment is allowed in Delhi and other places. I do not want to attribute any motives but really this is the height of inefficiency and it must be rectified within the shortest possible time.

The Minister should also see whether there is any liaison between those who issue the bills and those

who collect the money. If there is no liaison, it is high time this is rectified. There is no point in harassing the man if the bill has been paid on the one hand, while you are allowing, on the other, Rs 6½ crores of arrears in the case of some other people, the privileged class. Really I envy those people as a telephone user, but at the same time regret that I have to foot their bill.

Shri Nambiar: There are more VIPs in Delhi than common citizens.

Shri S. Kandappan: Let them all be treated equally.

I find at page 28 in this report:

Telephone Directories in Regional Languages—It has been decided to bring out telephone directories in regional languages (other than Hindi) through private publishers under licence issued by the Department.

I do not know why it has not been done so far and only now the Government is thinking of bringing out these things. It is strange that whenever these are published in the national languages first it is done in Hindi and then only it is taken up after a lapse of sometime in other languages. I am at a loss to understand why there should be this time lag. Perhaps they want the other languages to be kept at a respectable distance behind Hindi in order to enhance the prestige of Hindi. It is very objectionable. It can be done simultaneously in all the languages. What harm is there? How can the department afford to neglect basic things? I am very sorry to observe this. Government should see that as far as possible all the languages should be accommodated and in all the regions, the directories should be brought out in the regional languages.

There is a provision to give telegrams in all the languages in the Devanagari script. It is impossible as far as Tamil is concerned to use the

[Shri S Kandappan]

Devanagari script I am a student of language and I know what I am talking about With a little modification it is possible to introduce that script for other languages but not for Tamil I would challenge the Minister to show a single instance where Tamil message was transmitted through the Devanagari script At least in Tamilnad there should be some provision for people to transmit messages through their own language When the late lamented Dr Subbarayan was the Minister of Communications, he came down to Madras and it was demonstrated to him by an employee of the telegraph department how the messages in Tamil could easily and quickly be transmitted and he promised to look into the matter Unfortunately he is no more there I would request the hon Minister to see that this is done Even conceding that Devanagari could be used for Tamil messages, there will be hardly a few hundred people who are well versed with that script but hardly any person is ignorant of the Roman script Therefore, I would suggest meanwhile that the Government may permit the use of the Roman script with necessary modification for transmitting messages in Tamil.

A lot of wasteful and unnecessary expenditure goes on in the department due to duplication of work owing to bilingualism Government should rectify this It is a public undertaking and profit should be the motive, or at least no-profit-no-loss should be the basis of its working If that is so, why should they go on unnecessarily incurring this expenditure? They are not doing anything to rectify these losses They are because of this bilingualism duplicating all the work and incurring a lot of avoidable expenditure I mean the use of Hindi They have got a good number of Hindi typewriters but they have not discarded nor could they discard the English typewriters which are already there It is double work. A lot of accounts are maintained

simultaneously in Hindi and English. Is there any sense in putting up some sign boards in a remote corner of Tamilnad in Hindi? Is it not an insult and a humiliation to the Tamilians to put up huge signboards in Hindi in the heart of Tamilnad? If at all, the Government can argue that they want to run this department in the language of the people, then it must be run really in the language of the people You cannot equate Hindi with the language of the people It would be a travesty of truth to say that Hindi is the language of the people of this country Even fanatic protagonists who plead the cause of Hindi will concede the point that more than half the population of India is not two-thirds is alien to Hindi. So, what is the purpose in saying that they are running the department in the language of the people? If this is the case I would insist that bilingualism should be English and the regional language of the particular region and not English and Hindi everywhere We cannot accept English and Hindi everywhere The Government should really give serious thought to this basic proposition There is no meaning in brushing aside my argument as very unpatriotic or that it is the DMK way of looking at things I am speaking what I feel from the bottom of my heart Unless you make us feel that we belong to this country, really there cannot be any real unity in this country So, I would urge upon the Minister to make a beginning in this matter, if they want to keep bilingualism in this department, let it be English and the regional language of that particular region Otherwise, there is no meaning in claiming that they are supporting the popular languages and giving scope for the language of the people in the particular regions

Before I conclude, I would like the hon Minister to let me know one thing If not exactly, at least tentatively, let him make a calculation and say what is the total amount of money

that is being spent for the purpose of propagation of Hindi in this department, which is not the business of this department.

With these words, I conclude.

17 hrs.

श्री ना० नि० पटेल (बलसार) : सभापति महोदय, कम्युनिकेशंस मिनिस्ट्री की यांगों का मैं समर्थन करता हूँ और कुछ थोड़े मुझसे रखना चाहता हूँ। यहाँ सब लोग बातें करते हैं कि काम अच्छा नहीं चल रहा है, चिट्ठियाँ मिलती नहीं हैं ठीक से। ठीक बात है। अगर उस की वजह क्या है वह भी तो कुछ सोचना चाहिए। केन्द्रीय सरकार के अन्दर तीन डिपार्टमेंट ऐसे हैं कि जिनका जनता से जनरल पब्लिक से गाढ़ा संबंध है। वह हैं पोस्ट, पुलिस और रेलवे। वह तीनों के अन्दर धाय देखें तो पोस्ट से ज्यादा लोगों का संबंध है। पोस्ट में जब तक नहीं जाता हर एक इन्तजार करता है कि कब चिट्ठी आयेगी। बहुत से बिजनेस मैन तो डाकघर में अपने धादमी भेजते हैं। पोस्टमैन जाता है दरवाजे पर ताँ खुशी होती है। अगर पुलिस बंडा लेकर खड़ी हुई दरवाजे पर तो बिबता है क्या बला धा गई। रेलवे में भी ऐसा है। अगर पोस्टमैन को कैसे काम करना पड़ता है वह कोई नहीं देखता। पोस्टमैन की यूनिफार्म धाय देंके, पुलिस वाले की यूनिफार्म देखें और रेलवे वाले की यूनिफार्म देखें। उस बेचारे को मेरा क्याल है वो जोड़ी कपड़े मिलते होंगे। बगल में और हाथ में मिला कर सात घाट कि लोका वजन लेकर उस को चूना पड़ता है। ठंड में, गर्मी में, बारिश में पाषो से ही चलना पड़ता है। उस के कपड़े पर पसीने का नमक बन जाता है। हर एक घर में उसे जाना पड़ता है और धाजकल तो देखिये बम्बई जैसे शहर में पन्द्रह, पन्द्रह, बीस-बीस मजिनों की बिल्डिंगें होती हैं। अगर लिफ्ट में जाये पोस्टमैन तो लिफ्ट वाला कहेगा कि नहीं, लिफ्ट तुम्हारे लिए नहीं है। 15-15 और 20-20

1252 (A) LS (D)—8.

मजिल उस को बगैर लिफ्ट के खीड़ियाँ से चढ़ना पड़ता है और उन में जाकर डाक डेलीवर करनी पड़ती है। इस के लिए उस को क्या मिलता है? उस का वजन बहुत थोड़ा व अपर्याप्त है। बाकी दीवाली व होली आदि स्वाहारों पर किसी ने अपनी खुशी से 1-2 रुपया बतौर इनाम के दे दिया तो दे दिया। अगर कहीं मनी-मांडर गुम हा गया तो पोस्टमैन बेचारा मुसीबत में आ जाता है और उस को उसे भरना पड़ता है। देहातों में भी यही हालत है और वहाँ एक, एक पोस्टमैन को बारिश में गर्मी में और जाड़े में 10-10 और 15-15 मील से कम पैदल नहीं चलना पड़ता है। पुलिसवालों के लिए और रेलवे वालों के लिये रहने की सहाय्यत है लेकिन पोस्टमैनों के रहने के बास्ते कोई सहाय्यत नहीं है। यहाँ दिल्ली में क्या हालत है मुझे मालूम नहीं लेकिन जो मेरा अपना चुनाव क्षेत्र है वहाँ पर पोस्टमैनों के रहने के लिए कोई सहाय्यत नहीं है। हमारे यहाँ के पोस्टऑफिसर की हालत खराब है। पहले बलसार डिस्ट्रिक्ट भलग हो गया है। बलसार के पोस्ट ऑफिस की बिल्डिंग बिलकुल नाकाफी है और वहाँ पर जो चिट्ठियाँ और अखबार आदि की सौटिंग करते हैं तो उनको खड़े होने की जगह तक नहीं है। हमें शिकायत होती है कि चिट्ठियाँ टाइम से नहीं मिलती, एक्सप्रेस डेलीवरी ठीक से टाइम पर नहीं मिलती लेकिन वह बेचारा पोस्टमैन करे तो क्या करे?

जब श्री जगजीवन राम इस मंत्रालय के इनचार्ज थे तो मैंने कसटेटिव कमेटी में यह माग की थी कि बलसार में पोस्ट ऑफिस के लिए एक मस्टीस्टोरीड बिल्डिंग बनाई जाय जिसमें कि पोस्टऑफिस और टेलीग्राफ ऑफिस दोनों कोकट कर दिये जायें। लेकिन हम ने देखा कि टेलीफोन एक्सचेंज के लिए बिल्डिंग बन गयी लेकिन पोस्टऑफिस की बिल्डिंग के लिए अभी खाली प्लाट पड़ा

[श्री ना० लि० पटेल]

हुआ है। जैसा कि मैंने सुझाव दिया था अगर मस्टीस्टोरीड बिल्डिंग बना दी जाती तो पोस्ट आफिस और टेलीग्राफ आफिस दोनों उसी में हो सकते थे। भाजकल बलसार हेड पोस्ट आफिस दो भ्रगल भ्रगल बिल्डिंगों में है। इन दोनों आफिसों के भ्रगल भ्रगल स्थित होने से जहाँ स्टाफ को एक जगह से दूसरी जगह जाने में दिक्कत होती है और समय खर्च होता है वहाँ पब्लिक को भी इस से दिक्कत होती है। इसलिए इस और मवालय को ध्यान देना चाहिए और खास तौर पर जो पोस्टमैनो की हालत है और जो उनके कपड़े और रहने की समस्या है उस के ऊपर पूरा ध्यान देना चाहिए।

मुझे मालूम है कि रूल के मुताबिक जिस गांव की आबादी 5,000 हो वहाँ पर टेलीग्राफ आफिस होना जरूरी है। लेकिन हमारे चुनाव क्षेत्र में ऐसे गांव हैं जिनकी की आबादी 7-8 हजार है और वहाँ पर कोई टेलीग्राफ आफिस नहीं है। मिसाल के लिए हमारे फामामरोली, नागोल और खटलवाड गावों में टेलीग्राफ आफिस की कोई सुविधा नहीं है।

अब मैं टेलीफोन के बारे में कुछ कहूंगा। आज के युग में टेलीफोन की मांग दिन प्रति-दिन बढ़ती जा रही है क्योंकि उस से जनता को बड़ी सुविधा होती है। लेकिन हमें यह भी ध्यान रखना चाहिए कि हमारे बीरडर पर यह टेलीफोन की सुविधा की खास आवश्यकता है। टेलीफोन ही एक ऐसी चीज है जिससे हम आसानी से और शीघ्रता से सम्पर्क स्थापित कर सकते हैं इसलिए बीरडर पर टेलीफोन की सुविधा पहले देनी चाहिए। अगर हम वहाँ पर यह सुविधा नहीं देते हैं तो हमारा काम चलने वाला नहीं है। यह सतोष का विषय है कि टेलीफोन लाइन दिन पर दिन ज्यादा दी जा रही है।

ट्रक के कौल के बारे में मेरा खुद का अनुभव है और मैं कह सकता हूँ कि वहाँ जो काम चलता है वह थोड़ा मुश्किल से भरा अवश्य है। पहले एक शिकायत थी कि 180 या 181 बुकिंग या प्रसिस्टेस के लिए दो नम्बर लगाये हुए थे और लोग उन्हें रिंग करते थे तो उन पर कोई उठाता नहीं था। अभी दो दिन पहले की बात है कि हमारे मैसूर के माननीय सदस्य श्री भगवाडी के साथ मैंने एक ट्रककाल गुलबर्गा किया था। सुबह 6 बजे हम ने पहले पहले ट्रक के लिए कहा। आध घंटे के बाद हमने उस की बाबत पूछा तो कहने लगे कि क्या आप को गुल बर्गा टेलीफोन करना है जिस पर मैंने उन्हें बतलाया कि साहब गुलबर्गा नहीं बल्कि गुलबर्गा जो कि मैसूर स्टेट में है वहाँ को हमें टेलीफोन करना है। इस पर वह हम से ही सवाल करने लगे कि यह तो आप ने जना दिया कि गुलबर्गा मैसूर में है लेकिन उस के लिए कहा से जाते हैं? हम ने कट दिया कि यह सब जानकारी हमारे पास नहीं है वह तो आप का काम है और आप का वह सब मालूम होना चाहिए। अब सबसे काइबर्स को क्या पता कि कहा से जाता है? किन्सा मुश्किल यह कि सुबह 6 बजे हमने ट्राइ किया और पीने आठ तक हमें नहीं मिला यही कौल रात को आठ बजे तक पेडिंग रखा। 8 बजे रिंग आई कि गुलबर्गा लाइन अभी चलती नहीं है, दूसरी कोई जगह से जाता हो तो करो। उस के आधे घंटे के बाद फिर हमने कोशिश की। 180 को रिंग किया वह इन्गेज्ड मिला। 181 पर रिंग किया तो बतलाया गया कि आप क्यू में हैं इपया बेट करें। बेट करते करते 15 मिनट और हो गये। 40081 पर सुपरवाइजर को पूछा तो वह भी इन्गेज्ड मिला। मेरा कहना है कि ऐसी बातों के लिए एक या दो खास ऐसे नम्बर रखने चाहिए ताकि अगर यह 180-181 या 40081 जैसे महत्वपूर्ण नम्बर बिची मिले तो सप्ताहाइबर उन्हें

रिग करके अपनी पोजीशन को जान सके ।

टेलीफोन एडवाइजरी कमेटी में मेम्बर पार्लियामेंट को रखते हैं । मैं टेलीफोन एडवाइजरी कमेटी का मੈम्बर रहा हूँ । इस वक्त जो डाइरेक्टर आफ टेलीग्राफ होते थे उन को मैंने कहा कि अभी हमारी डिस्ट्रिक्ट का जो सवाल है वहा उसे डिस्कस किया जाये । उन्होंने जवाब दिया कि वह बातें यहा डिस्कस नहीं कर सकते । रोजनल कमेटी इस के लिए बनाई गई है वहा डिस्कस करना मैंने कहा कि मैं रोजनल कमेटी का मੈम्बर नहीं हूँ तो उन्होंने कहा कि आप लिख कर भेज दीजिये ऐसी सब बातें लिख कर भेजना यह दिक्कत होती है । अगर रूल एरिया की बात हो और वह इस कमेटी में न आये तो फिर कैसे काम चलेगा ? रूल एरियाज सिटीज से ज्यादा डेवेलप हो रहे हैं और वहा की भी टेलीफोन की प्राबलम्स होती है । मेरा यह मुझाब है कि आप को यहा से इस के लिए डाइरेक्शन्स देने चाहिए कि जो टेलीफोन एडवाइजरी कमेटी है उस के अन्दर डिस्ट्रिक्ट रूल एरिया की टेलीफोन सम्बन्धी जितनी बातें रखी जायें तो उन पर वहा डिस्कशन होना चाहिए ।

हमारा गुजरात का राज्य जो अलग हुआ उस वक्त पोस्टमास्टर जनरल श्री स्वाामीनाथन होते थे और वह हर 2 महीने के बाद टूरिंग पर जाया करते थे और वह यह टूरिंग कोई टी० ए० या डी० ए० लेने के लिए नहीं करते थे बल्कि अपने सर्किल के एम० पी०, एम० एल० एज०, म्युनिसिपल काँसिलर्स और मर्चेंट बैंडर आफ कामर्स के लोगों से मिलते थे । उन की मीटिंग बुलाते थे और इस तरह और हर दूसरे और ती० २ महीने उन सब लोगों के साथ उस इलाके की समस्याओं को डिस्कस करते थे । लेकिन अभी जो हमारे पोस्टमास्टर जनरल हैं खाली एक मर्लबा में खास तौर से उन से मिलने गया था बाकी उसके पहले मैंने उनका मुह

तक नहीं देखा था । मेरा मुझाब है कि जो भी पोस्ट मास्टर जनरल हो उन को यहा से कहा जाना चाहिए कि वे लोग अपने सर्किल के अन्दर बकतन फवकतन एम० पी०, एम० एल० एज०, म्युनिसिपल काँसिलर्स आदि लोगों से मिलते रहे उन की मीटिंग बुलाते रहे ताकि जो भी उस इलाके की तकलीफ व कठिनाइया हो उन की तरफ ध्यान दिया जा सके । जब उनका ट्रांसफर हुआ तो हमारे गुजरात के एम० पी०ओ ने कहा कि उन का ट्रांसफर बन्द करो । सब हम से कहा गया कि उन को बिहार भेजा जाना है क्योंकि वहा उन की ज्यादा जरूरत है । फिर हम कुछ कर न सके । अगर जो पी० एम० जी० वगैरह हैं उन से आप को कहना चाहिये कि वह लोग एम० पी०, एम० एल० एज०, मर्चेंट बैंडर वगैरह जो है उन से मिले और तब कोई फैसला किया करे ।

एक बात कह कर मैं खत्म करूंगा । दो-तीन ठिकाने ऐसे है जहा से अगर दूर किसी जगह का टेलीफोन करना हो तो दूसरे स्टेशन पर पहले आना होता है । एक सजान नाम का स्टेशन है । वहा पी० सी० आ० है । अगर वहा पर एक्सचेंज खाला जाये ता जा दूसरे आठ, दस गाव है जैसे सजान, नारगोल, खतलवाड, फनसामरोली उबरगाव, भीलाड, जहा पर टेलीफोन की डिमाण्ड है उन को भी टेलीफोन की सुविधा मिल जायेगी । इस के ऊपर भी ध्यान दिया जाना चाहिये । यदि मिनिस्टर साहब ने ऐसा किया तो मैं उन का बडा आभारी हुगा और धाशा करता हू कि जो बातें मैंने कही है उन के ऊपर वह अमल करेगे ।

Mr. Chairman: Hon Members may now move the cut motions to Demands for Grants relating to the Department of Communications, subject to their being otherwise admissible

Shri Ramavatar Shastri (Patna) I beg to move

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Excessive expenditure on high officials (7)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Inadequate expenditure on ordinary employees (8)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Inadequate attention to employees' amenities (9)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Failure to improve the condition of R M S employees (10)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Unnecessary delay in providing telephones to subscribers (11)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Failure to improve the condition of telephone employees (12)]

Shri Ganesh Ghosh (Calcutta South) I beg to move

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Failure to improve the pay scale of the departmental stamp vendors (13)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced to Re 1"

[Increasing the rate of telegram, telephone and postage rates on parcels (14)]

Shri P Viswambharan (Trivandrum) I beg to move

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100"

[Need to improve the conditions of service of the extra-departmental staff in the Postal Department (17)]

Shri Kundu I beg to move

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100"

[Need to disburse quickly the overtime bills to the trunk telephone exchange class III employees of Orissa and other postal employees of class III and Class IV of Orissa (18)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100"

[Need to provide more post and telegraph offices in the districts of Balasore and Mayurbhanj of Orissa (19)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100"

[Need to upgrade the Bishunpur and Dighalbanu post offices of Bihar (20)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100"

[Need to ensure proper running of

teleprinter service at Puri and quick delivery of telegrams and letters in Orissa (21)

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to open a telephone exchange at Thakurganj in Bihar (22)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to open automatic telephone exchange at Cuttack and provide new telephone connections to persons who applied more than a year back (23)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to open a telegraph office at Kalaganj in Bihar (24)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to provide a separate postal division at Baripada in Orissa (25)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to open telegraph offices at Bahadurganj, Sontha and Bisunpur in Bihar and to construct new post office buildings there (26)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to reconstruct the postal building at Kishanganj, Bihar (27)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to abolish extra-departmental cadre of class III and class IV postal employees of Orissa and absorb it in the regular cadre (28)].

Shri Ramavatar Shastri: I beg to move

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Discrimination in the matter of transfer of Posts and Telegraphs employees (30)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Excessive expenditure on the amenities of high officials (31)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to remove the difficulties regarding service conditions of Posts and Telegraphs employees (32)].

That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to provide adequate medical facilities to P & T employees (33)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Shortage of medicines and absence of other facilities in P & T dispensaries (34)]

Shri K Ramani (Coimbatore) I beg to move

"That the demand under the head Posts and Telegraphs (Work-

ing Expenses) be reduced by Rs 100"

[Failure to upgrade the existing Branch Post Office to a sub-Post Office in Irugur Nagar Panchayath, Palladam Taluk in Madras State. (35)].

Shri Ramavatar Shastri: I beg to move:

"That the demand under the head Department of Communications be reduced by Rs. 100."

[Inadequacy of means of communications in the country (55)].

"That the demand under the head Overseas Communications be reduced by Rs. 100."

[Non-delivery of letters and telegrams in time. (56)].

"That the demand under the head Overseas Communications be reduced by Rs. 100."

[Misappropriation of money orders. (57)]

"That the demand under the head Overseas Communications be reduced by Rs. 100."

[Housing arrangements for postal employees. (58)].

"That the demand under the head Overseas Communications be reduced by Rs. 100."

[Need for living wage to the Posts and Telegraphs Employees (59)].

"That the demand under the head Overseas Communications be reduced by Rs. 100."

[Inadequacy of Post and Telegraph Offices in eastern and central districts of Uttar Pradesh. (60)]

Shri N. Sreekantan Nair: I beg to move:

"That the demand under the head Department of Communications be reduced by Rs 100."

[Unsatisfactory service conditions of the employees of the extra departmental posts offices. (61)].

Shri Nambiar: I beg to move:

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100."

[Victimisation of the Telegraph Traffic Employees by treating sick leave supported by medical certificate as 'Dies Non' (74)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100."

[Need to refer the upward revision of pay scales of telegraphists to arbitration. (75)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100."

[Need to remove "show-cause notice" threat to withdraw the recognition of the AITTE (Class III) union. (76)].

Shri K. P. Singh Deo: I beg to move

"That the demand under the head Department of Communications be reduced to Re. 1"

[Functioning of the Posts and Telegraphs Board (77)].

"That the demand under the head Department of Communications be reduced to Re. 1."

[Failure to improve organisation of the Department (78)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100."

[Need for formation of new postal divisions at Baripada and Dhenkanal in Orissa (79)].

"That the demand under the head Posts and Telegraphs (Work-

- ing Expenses) be reduced by Rs 100 "
- [Need for reconstitution of Telephone Advisory Committee in Orissa (80)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Need for introduction of Motor Mail Service in the Orissa circle (81)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Delay in sending and receiving telegrams, letters and parcels in Orissa circle (82)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Functioning of the Inspection Organisation of the Department in the form of Special Inspection Squad (83)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Failure of the Complaints Organisation (84)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Feasibility of separation of Postal Department from Telegraphs and Telecommunications (85)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Urgency of formation of a Corporation in the Telecommunication Branch (86)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Urgency of having appraisal, job evaluation and productivity surveys. (87)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Unremunerative schemes detrimental to the expansion of the Telecommunication section (88)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Unsatisfactory working of the Delhi Telephones (89)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Failure to root out corruption in the Department (90)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Possibility of introduction of Inland Trunk Service in Orissa (91)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Possibility and urgency of opening of more local exchanges in Orissa (92)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "
- [Need for wireless communication on the important festivals in Orissa (93)]
- "That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to form a R.M.S division in West Orissa with headquarters at Jharsaguda. (94)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to improve the working of telegraphs department in the Orissa circle. (95)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to solve the housing problem of postal employees in Orissa (96)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need for opening of more post offices in rural areas of Orissa (97)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Delay in payment of overtime bills and medical bills (98)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to enhance the wages of part-time workers like postal runners and sub-post masters of the Department. (99)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to improve the working of the vigilance Organisation of the department (100)]

"That the demand under the head Posts and Telegraphs (Work-

ing Expenses) be reduced by Rs. 100 "

[Need for revision of postal tariffs. (101)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to provide postal facilities in the State of Orissa (102)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to keep up the time schedule for postal delivery services (103)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need for mobile post offices in rural areas (104)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need to establish night post offices at district headquarters (105)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Need for welfare activities in the P. & T. Department (106)].

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Establishment of more Posts and Telegraphs dispensaries in the State of Orissa. (107)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs. 100 "

[Failure to introduce cricket and rowing in the P & T sports (108)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Discord among posts and telegraphs staff in Orissa, due to high-handedness and complacency of some officials (109)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need for alteration and addition of P & T buildings in the Dhenkanal, Cuttack, Sambalpur and Kalahandi districts of Orissa circle (110)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Misappropriation and wastage of money with regard to rental of buildings in the Gujarat circle (111)]

"That the demand under the head Capital Outlay on Posts and Telegraphs (Not met from Revenue) be reduced by Rs 100 "

[Slow progress in developing the Indian Telephone industries (112)]

Shri K. M. Abraham (Kottayam) I beg to move

"That the demand under the head Department of Communications be reduced by Rs 100 "

[Need to resolve the grievances of the workers of the Posts and Telegraphs Department (113)]

"That the demand under the head Department of Communications be reduced by Rs 100 "

[Need for prompt service in telegrams letters and trunk telephones (114)]

"That the demand under the head Posts and Telegraphs (Work-

ing Expenses) be reduced by Rs 100 "

[Need for post offices and other communication facilities in Udumburchola Taluquu of Kerala (115)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Necessity for construction and repair of R M S buildings in Ernakulam, Shoranur, Olavakot Cannanore, Alwaye, Cochin ADS, Tiruvella, Kottayam and Calcut (116)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Need to build quarters, rest houses and cycle sheds for postal employees in Kerala (117)]

"That the demand under the head Posts and Telegraphs (Working Expenses) be reduced by Rs 100 "

[Necessity for introducing automatic telephones in Ernakulam and Cochin (118)]

Mr Chairman The cut motions are also now before the House

श्री सुरज भान (अम्बाला) मभापति महोदय इम मभा मे बोलने का यह मेरा पहला मौका है। चुनावे डाक तार विभाग के बारे मे कुछ कहने से पहले मैं अपने दिल के ताम्बुरान पर सबनी एक बात कह कर निहायत श्रद्ध के साथ एक गुस्ताखी करना चाहता हूँ। नोक मभा मे आने से पहले मेरे दिमाग मे लोक मभा की बड़ी दिलफरेब तस्वीर थी। यहा आकर मैं ने वह तस्वीर सुहावनी तो पाई है लेकिन पिछले ढाई महीन के तजुर्बे ने मुझे वतलाया है कि कुछ समहात ऐसे भी आये है जब मेरे दिमाग मे बनी वह तस्वीर धुंधला गई। कई श्रवसर ऐसे भी आये है जब कई कई मिन्ट तक कान पडी

[श्री सुरज भन]

आवाज यहा सुनाई नही दी और मेरे दिल ने यह मानने से इन्कार कर दिया कि मैं पार्लिमेंट हाउस में बैठा हू। मुझे यह अल्फाज कहते हुए बड़ा दुख होता है कि जहा मेरे जैसे नये मेम्बरो को पुराने मेम्बरो से कई बातें सीखनी है, वहा मैं यह कहने में कोई हिचकिचाहट नही महसूस करता कि कुछ पुगने मेम्बर भी ऐसे है जिनको डिगोरम, डीसिन्सी और डिसिप्लिन के मंदान मे हम से बहुत कुछ सीखना है ।

सभापति महोदय : माननीय सदस्य का समय कम है, इसलिये वह आलोच्य विषय पर ही बोलें ।

श्री सुरज भान : मैं उसी पर आ रहा हू। यह मैं इसलिये कह रहा हू कि यह मेरा पहला मौका है बोलने का ।

डाक तार विभाग के मजमून को बड़ा बुझक समझा जाता है लेकिन मैं इसको कुछ दिलचस्प बनाने की कोशिश करूंगा । एक एक्म-गवर्नमेंट एम्प्लायी के नाते मुझे इस बात का एहसास है कि किसी भी मिनिस्टर से मिलना बहुत मुश्किल होता है खास तौर पर किसी गवर्नमेंट सर्वेंट का किसी मिनिस्टर से मिलना तो और भी मुश्किल है । डा० राम सुभग सिंह जी मेरे सामने बैठे हुए हैं इसलिये उन से मैं एक साइर के अल्फाज से कहना चाहता हू कि :

“अब मिल गये हैं आप तो आना नही है याद, वना हमे कुछ आपसे कहना जरूर था।”

इस डाक तार विभाग को अग्रेजी मे पी० एंड टी० डिपार्टमेंट कहते है यानी पोस्टम एंड टेलीग्राफ डिपार्टमेंट। लेकिन मैं इसको

दूसरे मीनिंग देना चाहता हू। पी० एंड टी० डिपार्टमेंट को पुअर और टिअरफुल डिपार्टमेंट कहना चाहिये और इसलिये मैं इसको ऊपर से लेकर नीचे तक डिस्कस करना चाहता हू ।

सब से पहले मैं आदरणीय मिनिस्टर साहब को ही लेना चाहता हू । मिनिस्टर साहब के पास एक महकमा पालियामेटी अफअर्स का है। उसी से उन्हे फुल्लंत नही मिलती । इतिफाक से अब तो वह भीम क्लब के मेम्बर भी बन गये है । और भी फुल्लंत कम ही जायगी । इसलिये पोस्टम एंड टेलीग्राफ डिपार्टमेंट के लिये उनके पास बहुत कम वक्त रह जाना है ।

दूसरी बान मैं डाइरेक्टर जनरल पोस्टम एंड टेलीग्राफ के बारे मे कहना चाहता हू । बेचारा एक डाइरेक्टर जनरल है । वही पी० एंड टी० बोर्ड का चेअरमैन भी है और सेक्रेटरी कम्प्युनिकेशन्स डिपार्टमेंट भी है । इस डाइरेक्टर जनरल की पीजीलन यह है कि उसको डाक तार विभाग के बारे मे कोई भी वाकफियत नही होती जब उसकी अम्वाइटमेंट होती है । जैसे मिनिस्टर कोरा है ॥ है उसी तरह से डाइरेक्टर जनरल भी महकमे की वकिग के बारे मे कोरा होता है । कुछ वक्त पहले डाइरेक्टर जनरल को कुछ ट्रेनिंग भी दी जाती थी लेकिन बदकिस्मती से वह भी अब छोड़ दी गई है । पी० एंड टी० बोर्ड के कुछ मेम्बर पहले के भी हैं जिन में से कुछ सीनियर मोस्ट और महकमे की वाकफियत रखने वाले भी हैं । उनको डाइरेक्टर जनरल बनाया जा सकता है लेकिन उन्हे इग्नोर किया जाता है । आई० सी० एस० ग्राफिक्स को लाने के लिये उन्हे नरक्की देने और फीवरटिअब दिखलाने के लिये यह सारा काम किया जाता है । मुझे किसी बात

प्राक्सर के खिलाफ कोई शिकायत नहीं है । लेकिन मैं समझता हूँ कि डिपार्टमेंट का तजुर्बा रखने वाले भ्राममी जो ही डाइरेक्टर जनरल बनाया जाना चाहिये ।

तोमगी बात मैं यह कहना चाहता हूँ कि पी० एंड टी० बोर्ड को रेलवे बोर्ड की लाइन पर बनाया गया था । लेकिन बदकिस्मती से उसकी वह स्टेटम नहीं दिया गया । फिइनैन्शियल मैटर्स में फाइनेन्स डिपार्टमेंट का भ्राममी जो होता है डिपार्टमेंट की जर्जर उसके पास रहती है । वह हमेशा वह जर्जर खींचे रहता है और पी० एंड टी० डिपार्टमेंट को कोई काम नहीं करने देता है । पी० टी० डिपार्टमेंट भी जनरल रेवन्यू में उतना ही रेवन्यू देता है जितना कि रेलवे डिपार्टमेंट देता है लेकिन वह स्टेटस और कसेशन पी० एंड टी० डिपार्टमेंट को नहीं मिले हुए है जो कि रेलवे बोर्ड को मिले हुए है । चुनाव में आपके जरिये मिनिस्टर साहब से कहना चाहता हूँ कि इस बोर्ड का स्टेटम भी रेलवे बोर्ड के लेवल पर न्याया जाये ।

पी० एंड टी० डिपार्टमेंट की ग्राम तौर से नोग शिकायत करते हैं । उन में मैं भी हिस्सेदार बनना चाहता हूँ । मसलन टेलीग्राम वक्त पर नहीं मिलते । टेलीग्राम की पोस्ट (डाक द्वारा भेजी गई) कापी पहले मिल जाती है । जैसे बनलाया गया है टुक-काल का न मिलना, टेलीग्राम्स का म्यूटिलेटेड मिलना, ठीक और साफ अल्फाज न मिलना, बिठठी बेर में मिलना या गायब हो जाना यह सारी शिकायतें हैं जो कि शायद महकमे से भी ज्यादा पुरानी है । लेकिन इसके साथ साथ मैं पी० एंड टी० डिपार्टमेंट की सर्विसेज को एग्जिक्ट भी करना चाहता हूँ । चाइनीज एग्जेशन के टाइम में, पाकिस्तानी एग्जेशन के टाइम में पी० एंड टी० डिपार्टमेंट के कर्मचारियों ने, खास कर क्लास 3 और 4 के कर्मचारियों ने, जो काम किया है उसके मुकाबले में शायद कोई और महकमा अपनी मिसाल नहीं कायम कर सके । मुझे याद है कि नुस्रताने ने पाकि-

स्तानी एग्जेशन के टाइम में जब बम्बार्डेमेंट हो रहा था, तब एक कम्प्यूनिकेशन लाइन टूट गई । एक अफसर ने लाइनमैन से कहा कि लाइन को ठीक कर दे । लेकिन लाइनमैन ने उसके आर्डर को नहीं माना । वह एक बूढ़ा अफसर था । मैं उसका नाम नहीं लेना चाहता, लेकिन उसने लाइन को ठीक करने के लिए जब खुद छत्र में पर चढ़ना चाहा तो लाइनमैन खुद आगे आया और लाइन ठीक कर दी । बदकिस्मती की बात है कि इस महकमे के अन्दर क्लास 3 और 4 इम्प्लायीज को कोई एग्जिक्शन नहीं मिलता । मैं इस अफसर के खिलाफ यह मिसाल नहीं दे रहा हूँ जिम्मे खुद दिलेरी दिखा कर कम्प्यूनिकेशन लाइन को ठीक करवा दिया था, बल्कि उसकी प्रशंसा करता हूँ । लेकिन इस महकमे में एग्जिक्शन उन शब्दों को मिलता है जो एयर कंडिशनर कमरो में बैठे रहते हैं और असल काम करने वाले कर्मचारियों को कोई नहीं पूछता ।

अब मैं डिपार्टमेंट वाइज कुछ बात कहना चाहता हूँ । सेविंग्स बैंक में ग्राम तौर से बड़ी शिकायतें हैं । पहली बात तो यह है कि ज्यादातर जगहों में सेविंग्स बैंक की फीसिलिटीज ही नहीं हैं । जहाँ है भी वहाँ ग्राम तौर पर पब्लिक के भ्राममी नाला है । डाकखाने वाले कहते हैं कि तुम्हारे सिन्नेचर नहीं मिलते, कोई अटेस्टेशन लाभो । मैं सुभाष दूंगा कि जब कोई भ्राममी सेविंग्स बैंक में अपना हिसाब खोलता है तो उससे कहा जाना चाहिये कि वह अपनी एक फोटो भी साथ में दे दे । वह फोटो पास बुक में न लगाई जाये क्योंकि पास बुक में लगाने से तो फाइल ज्यादा बढ़ जायेगा । वह फोटो सब-पोस्ट मास्टर के पास या हेड पोस्ट मास्टर के पास होनी चाहिये और जहाँ वही भी डाउट हो वह पोस्ट मास्टर वेरिफाई कर ले कि वह यही भ्राममी है जिम्का फोटो है । ऐसी सुरत में फाइल के केसेज कम हो जायेंगे और डिपॉजिटर्स को भी सुविधा हो जायेगी ।

[श्री सूरज भान]

मैंने थोड़े दिन पहले एक सवाल पूछा था तो बतलाया गया था कि गवर्नमेंट को तकरीबन 4 पैसे फी पोस्ट कार्ड घाटा होता है। उस का इस्तेमाल आम तौर पर बड़ी बड़ी फर्मों करता है। वह पोस्ट कार्ड के ऊपर प्रिंट करवा कर उनको भेजती हैं। इसलिये जो फर्म प्रिंट करवाती है, मैंने कहा था कि उनका साइसेंस बनाया जाये। उन को 50 या 100 ₹० का नाइसेंस दिया जाये। मिनिस्टर साहब ने कहा था कि यह बात गलत है, वह इस्तेमाल नहीं करते। मैं एक सुझाव देना चाहता हू कि जो पोस्टम एंड टेलीग्राफ्स डिपार्टमेंट के एम्बोसड पोस्ट कार्ड्स को प्रिंट कराते है उनको ऐसा करने से रोक दिया जाये। आप कम से कम यह तो कर ही सकते हैं कि कोई भी धादमी अपने इस्तेमाल के लिये डिपार्टमेंट के पोस्ट कार्ड्स को प्रिंट न कर सके। अगर किसी को भी प्रिंटेड कार्ड भेजना है तो वह अपनी कार्ड छपवाये और टिकट लगा कर भेजे। इससे आपके डिपार्टमेंट की सेविंग होगी और मैं ममसता हू कि मिनिस्टर साहब को इममें कोई प्राप्ति नहीं होगी।

अब मैं डिपार्टमेंट की वर्किंग के बारे में कुछ सुझाव देना चाहता हू। डिपार्टमेंट में जगह जगह से शिकायतें आती हैं कि स्टाफ कम है। इसके लिये आप रिक्लूटमेंट करते हैं। मैं बनाना चाहता हू कि स्टाफ कम होने की दरअसल वजह यह है कि आपके यहां रिक्लूटमेंट का प्रोमीज इतना काम्प्लिकेटेड बन गया है जिसका ठिकाना नहीं है। डाक-खाने वाले महसूस करते हैं कि काम बढ़ गया है और धादमी मिलने चाहिये। वह इस्पेक्टर पोस्ट आफिसिंग के पाम रिपोर्ट भेजते हैं। पहले इस्पेक्टर उमकी बैकिंग करता है और उसमें थोड़ा वक्त निकल जाता है। उसके बाद जब वह धादमी अपनी रिपोर्ट सुपरिन्टेण्डेंट के पास भेजता है तो वह उसमें रोड़े घटकाने की कोशिश करता है।

इतनी जगहों के पास से हो कर तब कही वह पी० एम० जी० के पास मामला पहुंचता है और यही हाल महकमें के दूसरे विंग्स का है। जब पोस्ट मास्टर जनरल यह समझ लेता है कि एडिशनल स्टाफ का रखना जस्टिफाइड है, तब जाकर रिक्लूटमेंट की कार्यवाही शुरू की जाती है, जिसमें चार छे महीने लग जाते हैं। उसके बाद कॅरेक्टर बैरिफिकेशन और मेडिकल एग्जामिनेशन वगैरह होता है। नतीजा यह होता है कि जब रिक्लूटमेंट का काम मुकम्मल हो जाता है, तो एक पोस्ट की जगह दो पोस्ट्स की जस्टिफिकेशन बन जाती है। मैं मिनिस्टर साहब को यह सुझाव देना चाहता हू कि जब डिपार्टमेंट को यह पता है कि उसका हर सान रिक्लूटमेंट करनी है, तो वह एग्जामिनेशन या दूसरे जरिये कंडीडट्स को सिलेक्ट कर ले, जितने धादमियों की जरूरत है उनको उसी वक्त रिक्लूट कर से और बाकी धादमियों का एक एक्स्ट्रा लिस्ट बना दे। उन सब का कॅरेक्टर बैरिफिकेशन और मेडिकल एग्जामिनेशन वगैरह पहले ही मुकम्मल कर लिया जाये। इसका बाद ज्योंही कोई पोस्ट आफिस या दूसरा दफ्तर धादमी मांगे त्योंही उसकी भेज दिया जाय। इलैड में ऐसा ही किया जाता है। वहा एक एक्स्ट्रा लिस्ट पहले से ही बना ली जाती है और जरूरत के मुताबिक उस में से धादमी रख लिये जाते है।

जहा तक इप डिपार्टमेंट की बिस्बिग का ताल्लुक है, उनकी हालत ऐसी है कि उनमें काम करना तो दरकिनार, वहा बैठना भी मुश्किल है। कई कई साल तक उनकी मरम्मत नहीं की जाती है। मैं आप को धम्बाला जिले में यमुनानगर के पोस्ट आफिस की बिस्बिग की मिसाल देना चाहता हू। वह

एक रेजिडेंट बिल्डिंग है, जिसमें एक कमरा और दो छोटी कोठरियाँ हैं। बीस माल से उसकी मरम्मत नहीं की गई है और वहाँ उन दो कोठरियों में बिजली नहीं है। वहाँ पर 45 आदमी काम करते हैं लेकिन वहाँ पर कोई यूरिनल और लैट्रिन नहीं है। मैं मिनिस्टर साहब से पूछना चाहता हूँ कि अगर उनके आफिस के साथ कोई यूरिनल और लैट्रिन न हो तो क्या वह गुज़ारा कर मक़द्वे ?

हम देखते हैं कि डाकखानों में पोस्ट कार्ड और स्टैम्प बर्गरह नहीं मिलते हैं। इसके अलावा एम्पलाईज़ को काम करने के लिए फार्म नहीं मिलते हैं, जिस का नतीजा यह होता है कि जब एम्पलाईज़ को एक फार्म नहीं मिलता है, तो वे दूसरे फार्म इस्तेमाल करते हैं। और ऐसे वह दूसरे फार्म भी कम हो जाता है। उनको सफ़ेद कागज़ नहीं मिलता है। हर जगह शार्टेंज आफ फार्म्व की शिकायत है। इस बारे में अलीगढ़ प्रिंटिंग प्रेस को लिखा जाता है लेकिन फिर भी फार्म बर्गरह नहीं मिलते हैं। फिर कहा जाता है कि एम्पलाईज़ को एफीशेसी बढ़ाई जाय। जब आदमी को अपने काम के लिए टूल्ज़ नहीं मिलते हैं, तो वह काम कैसे करेगा ?

सरकारी दफनरो में एक माल काम करने के बाद एम्पलाइज़ को इन्कीमेंट मिल जाता है लेकिन आर० एम० एम० में इन्कीमेंट हासिल करने के लिए भी टेस्ट देना पड़ता है। इसी तरह सविस में कनफर्मेशन के लिए भी टेस्ट मुकरर किया हुआ है। जब डिपार्टमेंट टेस्ट कर के अपने एम्पलाइज़ को रिक्लूट करता है तो फिर सीनियारिटी के बेसिस पर उन का कनफर्मेशन हो जाना चाहिए। इस लिए इन फिज़न टेम्प में काम कर देना चाहिए।

इस डिपार्टमेंट में दो-तिहाई एम्पलाइज़ का सीनियारिटी और फिज़नेस के बेसिस पर प्रोमोशन मिलता था और यंग आदमियों को काम करने का इन्सेन्टिव

देने के लिए एक-तिहाई एम्पलाइज़ को डिपार्टमेंट की सिलेक्शन कमेटी के सिलेक्शन ग्रेड थू प्रोमोशन दिया जाता था। लेकिन अब उस प्रोसीजर को खत्म कर दिया गया है। इससे जहाँ नौजवान कर्मचारियों का काम करने का इनिशियेटिव खत्म हो गया है वहाँ इस का एक नतीजा यह भी हुआ है कि इस एक-तिहाई क्वोटों में शिड्यूल्ड कास्ट्स की जो रिजर्वेशन थी, उसको भी उठा दिया गया है। चुनावे यह एक और दो-तिहाई का असूल दोबारा लागू होना चाहिए।

जहाँ तक वर्क टू रूल मूवमेंट का ताल्लुक है, डा० राम सुभग सिंह जी ने पिछले सेशन में इस हाउस में यह वादा किया था

"I straightway assure this House that there would be no victimisation"

उन्होंने साफ तौर पर यह वादा किया था कि एम्पलाइज़ की विविटमाइजेशन नहीं होगी। मैं निवेदन करना चाहता हूँ कि भ्रमेजी में एक कहावत है

A promise unfulfilled is an untruth told

उस वक़्त जिन लोगों ने एक दो दिन का मेडिकल सर्टिफिकेट भी दिया था, उसे डाइज़ नान कर दिया गया है उन की सविस में उन एक दो दिनों को काउंट नहीं किया गया है और न ही उन को उन दिनों की तन्व्वाह दी गई है और कोई आबिट्रटर अभी तक नहीं बिठाया गया है।

जब गवर्नमेंट एम्पलाइज़ की तरफ से महगाई एलाउस की माग की जाती है, तो कहा जाता है कि इन के सफ़ेद कपड़े हैं, ये टैरीलीन पहनते हैं, ये ख़ामख़वाह चीखते हैं, इन को महगाई एलाउस की जरूरत नहीं है। मैं कहना चाहता हूँ कि आज हमारे समाज का माहील बदल गया है। सफ़ेदपोशी आज के बदले हुए माहील का लाञ्छनी

[श्री सुरज भान]

जुड़ बन गई है। घर में सफेद कपड़े न पहनूँ, तो मेरे घर में मेरी बहन गीली लकड़ी की तरह सुलगती रहेगी। उस की शादी नहीं होगी। मैं मिनिस्टर साहब से कहना चाहता हूँ कि अगर वह एम्प्लॉयमेंट से एफ्रिमेंसी चाहते हैं, तो वह उन का बिबिंग स्टैंडर्ड भी बढ़ायें और उन को महंगाई एलाउंस दें।

मैंने बहुत सी बातें कहनी थी, लेकिन बूक प्राप चाहते हैं कि मैं खत्म करूँ, इस लिए मैं उम्मीद करता हूँ कि मैं ने जो चन्द बातें कही हैं, मिनिस्टर साहब उन पर ध्यान देंगे।

मैं प्राप का शुक्रिया अदा करता हूँ।

The Minister of State in the Departments of Parliamentary Affairs and Communications (Shri I. K. Gujral). I am very grateful to the members that by and large they have exhibited a great deal of sympathy for the department and the problems we are facing. I am also conscious of the fact that there is much desired to be done to improve the situation as it is. I can assure the House through you that we are not oblivious of the deficiencies that we have, nor are we ignorant of the fact that this department does expose many of its consumers to a great deal of difficulties.

I have been here in this city for a long time and as a consumer of the services the department offers, I have keenly appreciated and realised the difficulties that the consumer has to face. Therefore, on my part there shall be no effort in this debate to justify the difficulties that are unjustifiable. But I would also like to take the House into confidence through you and explain the difficulties and circumstances under which the department functions.

This department has many aspects of its functioning, tele-communications, postal, banking, insurance, overseas communications and so forth. I shall not address myself to all these issues because that may not be possible. I shall try and start with telephones because I think telephone has come to stay in our life and in our social growth as an integral and integrated part of our day-to-day life.

There is hardly a person, whether he owns a telephone or not, whether he can afford it or not, who does not come in contact with telephone communication as such. This is, in a way, a compliment to our growth in this country. In 1951-52, when we started the First Plan we had a total of 1.84 lakh telephones in the whole country and we did not have any waiting list. We went on increasing from Plan to Plan and today we have 9.64 lakh telephones and a waiting list of approximately 3½ lakhs. We propose to add in the Fourth Plan 6½ lakh telephones and we think that by that time our waiting list will have swelled to 9 lakhs.

The question can be rightly and correctly asked if we are conscious that the waiting list is swelling if we are aware of the fact that the demand for telephones is always going to outstrip the supply what steps are we taking? For a minute I will take you aside and then come to this point again. I am conscious of the fact that this department has estimated that by the end of the Fourth Plan if we really want to meet the needs of the country we should have at least 4 million telephones. Simultaneously in the department there was a committee on electronics under the chairmanship of that great leader of science Dr. Bhabha, who is no more with us which estimated that by 1974 this country should have 6 million telephones. This is the reality. We do agree that somewhere from 4 to 6 million lies our must requirement for this country. But even inspite of our additions, even in spite of our expan-

sons, we shall be able to touch only 15 million. Between 15 million and 8 million, there is a big gap. This gap is bound to express itself in deficit services; it is bound to show itself in long waiting lists, it is bound to express itself in more people asking for telephones than we can supply.

The problem is not simple as to suggest the remedy why should not the requisite number be produced at the Indian Telephone Industries? It is also not the issue that we should go on installing more telephones. For all these things funds are needed. This Parliament in its wisdom always decides what the plan size should be and out of that plan size, how much would be given to communications.

Shri S. Kandappan: We never decide.

Shri I. K. Gujral: If Parliament decides to place adequate funds at our disposal for providing 6 million telephones, I can assure you that we shall not be found wanting.

श्री प्रकाशबोर शास्त्री (हायुड)

भारत टेलीफोनो की सारी इनकम टेलिफोना पर लगा दी जाये, तो यह समस्या हल हो सकती है।

Shri I. K. Gujral: Shri Prakash Vir Shastri is a very learned member and I respect him very much. But he has an overestimate about this. Even if we do that, we can provide only a fraction of our requirements. Although I believe we should do it, I would in addition plead that if we get also from general finance the same fund at least as we earn, we would be able to improve things. Even then, we shall not be able to meet all the requirements. Therefore, while we discuss telecommunications, we might keep this in our mental background, and it will be easier for us to assess, appreciate and realise the difficulties under which this department functions.

This department functions under the handicap that we are unable to sup-

ply the telephones that are needed, that we are unable to meet the requirements of trunk calls that are put through resulting in delays, and, I am saying this with a great deal of sympathy, the type of staff that we are able to recruit. The basic education of an operator is matriculation or equivalent. We used to give them two months training on the operating and technical aspects of the telephone board, we have increased to three months now.

Shri Srimibas Misra (Cuttack)
Training in courtesy also

Shri I. K. Gujral: In any developed country where the telephone services respond to the needs of the community, the basic standard is much higher. Switzerland is sometimes quoted as the heaven of telephones. There, the basic education is that of a graduate. After that, the staff training is much longer, approximately two years. Compared to that, we take up a matriculate, giving a training of two months, now we have added another month for training in those aspects of life to which my friend referred, courtesy, better use of language, better understanding of people's needs etc. Even then the difficulties will continue. These difficulties are the difficulties of our underdevelopment, deficiency in financing. Till we have more money we can neither upgrade the staff education nor their emoluments. I am fully conscious not only of the difficulties of the consumer, but also the handicaps of the staff. Therefore, we have to review the situation from an overall point of view.

Shri Shashi Ranjan: Within the available resources, can improvement be brought about or not?

Shri I. K. Gujral: I am one of those who say yes, we can and we must, because it would be also a lame excuse for me to go on pleading that everything is ultimately connected with money. I would not do that. I do believe that productivity has a big

[Shri I. K. Gujral]

role to play in our life and particularly in this department, not only in giving service, but also in getting the worth of the money that we put in. Therefore, we have instituted and we are going to institute more such points of contact where productivity can be improved. I am a great believer in productivity. Therefore it is for us not only in this department but in every sphere of our activity to go on adding, getting more worth out of the money that we put in. Otherwise, a developing nation will always suffer more.

Another point that was made was about trunk calls and the difficulties faced. As you are aware, now we have introduced in this country what is called subscriber trunk dialling. Some members have referred to it and said that the difficulties have increased.

Shri Shashi Ranjan. It is true Doctor Sahab has *das raths*, but not a single *rath* rides, because all the time all the lines are out of order.

Shri I. K. Gujral: I am glad he has pointed out these *das raths*. I would only bring to his notice a very interesting feature, about STD and how the demand for trunk dialling is increasing. For example, when we started STD for Lucknow-Kanpur in October, 1960 we used to have 330 calls per day; by the end of 1966 it increased to 7,200 calls per day. For Delhi-Agra we used to have 410 calls per day. By the end of 1966, it rose to 11,900 calls per day. Now, take the line which my hon. friend referred to—Delhi—Patna line—over which he was much agitated. Before the STD we used to have 60 calls per day; at the end of 1966 it was 2,500 calls per day. The main point of my hon. friend is this: if we are conscious that there is more demand and that more channels should be laid, why don't we do it? I can only sum up in one word that we are not only conscious but we have also taken active steps to add more channels and more lines and I

am sure by the middle of 1968 he will find the difference. In spite of the fact that we are adding more channels and laying more cables and adding a variety of services like microwaves co-axial, etc. the demand generally outruns supply, not only in the number of telephones but also in the trunk-calls also.

An Hon. Member: How does the hon. Minister explain the shortage of inland letters and postcards for months together?

Shri I. K. Gujral: If my hon. friend bears a while with me, I shall satisfy him when I came to the postal side.

Shri Shashi Ranjan. Mr. Gujral says that there is shortage of material and the number of calls is increasing. The buildings where these machines are housed must, according to the rules, be airconditioned but they are not so. When there is automatic dialling, they give wrong number and the fine wires are easily susceptible to heat and cold. In order to save the life of the equipment and also to facilitate getting the correct number, he must get it airconditioned. Otherwise, it is no use.

Shri I. K. Gujral: I am grateful to Mr. Shashi Ranjan; he has made a detailed study of the functioning of this department. We are aware of this and wherever new telephone exchanges are built and new machines are installed, air-conditioning is provided. But there are a number of telephone exchanges where air conditioning is not available. My friend will pardon me if I tell him that air conditioning costs money and money has priorities under the plan and the plan is again decided by you. If you decide to give me more money for air-conditioning, I have no objection. I assure you we will be able to meet your requirements.

There are two or three salient features about the Delhi telephones. At

the moment we are working connections to the tune of 58,000 telephones Delhi is fast expanding and Delhi's demand for telephones is fastly establishing itself I am representing this city in Parliament and I have therefore a degree of concern for its growth

Mr. Chairman: We have a half an-hour discussion today Will he conclude in five minutes?

Shri I. K. Gujral: I will finish this point in two minutes and continue to tomorrow

Mr. Chairman. It would be better if he finishes his speech today

Shri I. K. Gujral: The waiting list we have today is much bigger than what I have mentioned in proportion to other towns We are going to instal about 23 000 lines in the course of this year and that I feel to a degree will meet the demands of the town to a degree only because I do not think much more can be done about them within the limited resources that we have

My hon friends have mentioned many points a few points out of which I will now take Shri K P Singh Deo mentioned one or two points and I think he referred mostly to the article which recently appeared—Mr Masani's article—which is both learned and good, and he has appreciated all our difficulties and the hon Member has drawn from it I would like to meet two or three points there It has been made out that if tele-communication is divorced from the postal services perhaps tele-communication will be better off and that what he has chosen to call the hidden subsidy to the postal services would stop As long as we have got a Consolidated Fund of India where all the revenues and all the expenses are to be drawn from all the policies about the postal services that you may decide to undertake will have to be financed from somewhere, and the postal service is not only a service as such in the commercial sense, but also a service in the sense that it is towards development of the

nation, for development, we do open post-offices and there is a big number of them which are remunerative and we also open post-offices which are losing from the commercial angle, but all the same, we must open them because we want all the corners and all the sections of society to participate in the growth of this nation Therefore, mere diversifying of postal and tele-communication services will not mean much good

My friend also made a point that most of the telegrams are posted I have with me the figures and I would like to refer to the latest figure of April 1967 On an all India basis, only 13 per cent of the total telegrams, which number 1,37 500 were posted In Delhi out of the 12 680 telegrams only 02 per cent were posted This you will agree is an insignificant figure compared to the total work that we undertake

Shri Singh Deo and some other hon Members referred to the work-to rule agitation and the promise which my worthy colleague, Dr Ram Subhag Singh had made to them regarding arbitration I take this occasion to re-state and re-affirm that we have not backed out of that understanding Whatever understanding was given on the floor of this House will be stuck to We have said and we adhere to it that arbitration should be within the machinery of the Joint Consultative Machinery that has been now working in the Government of India I think it is in the interests of the employees that the earlier they decide to appoint their nominee as the arbitrator, the better it will be for them as well as for the department so that this issue can be solved easily and early

I am in complete agreement with some of the points that have been made about the working conditions of the employees and we are doing our best the best we can within the scope of things Salaries are determined

[Shri I. K. Gujral]

and the DA is determined not by this department alone but by the other procedures and other rules and the machinery which is there for all the employees of the Government of India

I would only refer now to the staff-housing. We have got an acute shortage of housing, but in the draft fourth Plan, we have allocated Rs 5 crores on acquisition of land and Rs 10 crores on the construction of additional housing. I do know that this will meet only a fraction of our requirements, but we want to meet this as far as possible.

A point has been made about express delivery. I would only say about express delivery that express delivery sometimes is misunderstood, because express delivery does not travel faster. When a letter is posted, it is only sorted out separately, if it is distinguishable, and it goes by the same train service or air service, and on arrival only, between the arrival point and the delivery point, some time is saved. Some time, though technically saved, in reality, is lost.

Shri R. Barua: Why should it travel late?

Shri B. N. Shastri (Lakhimpur): You must term it as "ensure delivery", not "express delivery."

Shri Shashi Ranjan: Why don't you allow every aeroplane to carry the dak?

Shri I. K. Gujral: I am sorry I cannot go into all those points because the Chairman has asked me to wind up, and my worthy colleague will be able to cover all the other points tomorrow. I will only say that the express delivery letter, on arrival, is handed over to a special messenger who goes from house to house. Sometimes it happens that the ordinary mail delivery man reaches the place earlier than the express delivery man, because he has to travel all round.

A point was made by Mr. Shashi Ranjan that VHF is perhaps better than the micro-wave system. It is a technical discussion into which I will not enter. After studying all the aspects, it has been found that micro-wave is much better, more efficient and more suitable to our needs in Patna—Muzaffarpur than VHF. That is why we have gone in for this. We are importing only a very small fraction of our needs of micro-wave systems for technological reasons aimed at getting maximum advantages. Otherwise, both in the matter of research and manufacture, our research as well as our ITI and other factories are abreast of the time and now micro-wave equipment is being manufactured in this country.

I will refer to two or three main difficulties that we have tried to meet in the last two or three months. One of the complaints made was that in trunk call bills, the new procedure is more irksome and tiresome because the details of the trunk calls are not given. We are examining the possibility of reverting to the old system where the details are given.

Shri Sonavane: They should be sent very early, not after three months.

Shri I. K. Gujral: For that we have started diversification of the accounts system. Previously all the accounts were centralised in one place. Now we have started the diversification process. I think in the very near future the billing system will be considerably improved.

17.37 hrs.

[MR SPEAKER in the Chair]

As I said, there is acute shortage of telephones and there is a huge demand. To meet it, one of the steps we have taken is, we have decided to open public call offices in a very big way. We have taken a policy decision that 2 per cent of all the existing lines in a town shall at the minimum be public call offices. We will increase

it to 5 per cent and later on to 10 per cent, so that that class of society which cannot afford to have its own telephone is able to have access to a public call office within easily walkable distance.

Another difficulty pointed out was about the time fixed for cancellation of trunk calls. It was said that 3 hours notice for cancellation was much too long. We have already reduced it to 30 minutes. This, I think, will meet a great deal of this difficulty.

There have been complaints here and in the press about the billing system. It has been said that a telephone call comes that you have not paid your bill and then the phone is disconnected. We are actively examining the possibility of introducing two methods. One is, like electricity bills, we should introduce the system of rebate or penalty, whatever you may call it, if a person does not pay the bill within a specified period. Secondly, even after that if the bill is not paid, we might send a registered notice, the cost of which may be borne by the subscriber himself.

Shri Jyotirmoy Basu (Diamond Harbour): What about inflated bills?

Shri I. K. Gujral: About the billing system, we are trying to mechanise it in all the bigger sections. It is not the computer; my friend need not get upset about it. It is just mechanisation, which will meet a great deal of this difficulty.

About philately, the newspapers have been making a point and our Prime Minister also wrote a letter sometime back that the quality of our stamps must be improved. We have decided that in the very near future we shall call an all-India seminar to discuss the various aspects of it, how to improve our stamps and make them better earners of foreign exchange. We propose to call all concerned—the

artists, philatelists and all those who understand this line from the export angle—to participate in this conference and help us in evolving a concerted policy in this regard.

Shri Jyotirmoy Basu: What are you doing about enhancement of cable rates by Britain?

Shri I. K. Gujral: I will not try to reply to that just now because the time at my disposal is short. I hope my colleague will reply to that point tomorrow. I will only say this that the U.K. Government has increased the rates only unilaterally. Therefore, what we decide is entirely our own business. We have not yet decided what we shall do about it, and I think by the time a decision is taken we will be able to come to this House and take the House into confidence.

Shri Jyotirmoy Basu: What about installing meters inside the premises of the subscribers for recording the numbers of calls made?

Mr. Speaker: Order, order. The House will take up the half-hour-discussion.

17.42 hrs.

Vietnam*

Shri Umanath (Pudukkottai): Sir, regarding the half-hour-discussion which stands in the name of Shri Gopalan, because Shri Gopalan is absent, under Rule 55(v) I have applied for raising that discussion. But since Shri Krishnamoorthi, whose name is second on the list, is present in the House, he will speak for a few minutes and I will follow him.

Shri V. Krishnamoorthi (Cuddalore): Mr. Speaker, Sir, the hon. Minister of External Affairs while replying to Starred Question No. 6 on 22nd May, 1967 regarding Vietnam stated that they were in touch with