

टेलीफोन कर्मचारियों द्वारा आन्दोलन

*298. श्री वृद्धि चन्द्र जैन : क्या संभार मंत्री यद्ग वतारों की कृपा करेंगे कि :

(क) क्या यह सच है कि देश में टेलीफोन कर्मचारी पिछले दो माह से "धीमे काम करो" आन्दोलन कर रहे हैं जिसके फलस्वरूप टेलीफोन लाइन प्राप्त करने में अधिक समय लगता है ;

(ख) यदि हां, तो इसके क्या कारण हैं और इसके लिए कौन जिम्मेदार है ; और

(ग) स्थिति में सुधार करके उक्त समस्या का कोई निश्चित हल निकालने में कितना समय लगेगा ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KARTIK ORAON): (a) There is no general 'go slow' agitation in the country. However, there have been sporadic 'go slow' agitations in certain areas at certain times for some reason or the other.

(b) and (c). Do not arise.

श्री वृद्धि चन्द्र जैन : मन्त्री महोदय ! ने माना है कि देश के कुछ भागों में किसी न किसी कारण को ले कर यदा-कदा "धीमे काम करो" आन्दोलन हुए हैं। मैं जानना चाहता हूँ कि इसके क्या कारण रहे हैं ? क्या इसका कारण यह रहा है कि कर्मचारियों को ओवर-टाइम नहीं दिया गया है, या पदों को नहीं भरा गया है या इनएफिशेंसी के कारण वे अपनी ड्यूटी भरा नहीं कर पा रहे हैं, इस लिए काम नहीं हो रहा है ?

SHRI KARTIK OROAN: The go-slow strikes are not particularly confined to any particular reason. There are strikes and go-slow agitations in various areas for various reasons. For instance, there was a strike by telephone operators on 29th August, 1980 at Pondicherry Telephone Exchange

on the question of proposed change in duty chart. Then, there was a work-to-rule agitation by junior engineers from the last week of November 1979 to December 1979. The services were substantially affected due to this agitation between 26-11-1979 to 10-12-1979. Then, the General Manager, Kerala Circle reported during August 1980 that on account of the various measures for curtailment of overtime allowance, various units joined hands in a non-cooperation movement and the operators resorted to mass absenteeism and refusal to perform extended duties. The agitation was withdrawn after reaching an agreement.

श्री वृद्धि चन्द्र जैन : अध्यक्ष महोदय, मैं राजस्थान की स्थिति बतला रहा हूँ। उस प्रान्त में कर्मचारी बतलाते हैं कि हमारा ओवर-टाइम एलाऊन्स वन्द कर दिया है इसलिए हम ड्यूटी नहीं दे रहे हैं। वास्तव में वे ड्यूटी नहीं दे रहे हैं। गो-स्लो के कारण, जड़ा पहले दो घंटे लगते थे अब 6 घंटे लग जाते हैं और ट्रंक काटस के लिए कभी-कभी तीन दिन लग जाते हैं। इसके कारण विज्ञानसमेन को, उद्योगों को और आफिसेज को भी बड़ा नुकसान पहुंच रहा है। गो-स्लो के कारण डिपार्टमेंट में इन-एफिशिएन्सी भी बढ़ रही है। तब सुचारु रूप से काम चलाने के लिए मंत्री जी क्या व्यवस्था कर रहे हैं ?

THE MINISTER OF COMMUNICATIONS (SHRI C. M. STEPHEN): As my colleague stated, we are not aware of any 'go-slow' system as such. There is a provocation for the staff on the point of over-time policy adopted by the Department. I would just inform the House of the figures of overtime allowance for the last few years. In 1977-78, it was Rs. 14 crores; in 1978-79 it became Rs. 20 crores and in 1979-80 Rs. 27 crores. The increase from 1977-78 to 1979-80 was to the tune of 13 crores, almost double. This situation had to be rectified. Therefore, a policy was adopted, not that the overtime be

abolished, but to the extent the overtime is necessary, that will be given. An evaluation was, however, made as to how overtime would be required. We also decided that from time to time it will be evaluated and this evaluation has been going on. This means, of course, curtailment of income for the staff. Therefore, there was some agitation going on and from area to area we have evaluated. There are certain areas where this sort of agitational attitude was taken up. Now we have relaxed this overtime restriction to a certain extent, particularly in the telegraph offices and that has brought back the working to normalcy. For example, the Delhi Telegraph Office has reported that the pendings are very very little with respect to the major areas. The total messages pending today are 2000 as against the large number that is being booked. Relaxation is being allowed in this case.

Further, we are recruiting a large number of staff to be available immediately as the second pool, from whom alone we would be recruiting regularly. The second pool will consist of a staff strength of about 50 per cent of the requirement. They will be available so that in case of need for the staff they can be used for short-term operations in different section. One of the reasons for this overtime is, and I do concede, that there is a certain measure of shortage to the extent of 10 to 12 per cent. This is sought to be filled and this problem can be taken care of. But the increase in the absenteeism has become terrible and that is the result of relaxation in the leave rules. This is what our records show. Formerly, for the leave, you had to give medical certificate from an approved doctor. Now, about two years back, there was a relaxation. For three days leave, no medical certificate is required, for leave beyond three days, any certificate from any Vaidya will do. The result is that the absenteeism shot up to 40 per cent and this is sought to be made up by the overtime arrangement. We propose to meet the situation by recruiting our requirement

in advance and keeping them ready, giving them full training from whom we will immediately recruit to the vacancies which are arising in view of this new demand.

MR. SPEAKER: This question has taken too much of time.

श्री सुन्दर सिंह : स्पीकर साहब, जब से स्टीफन साहब ने यह महकमा सम्भाला है, तब से बहुत अच्छा काम चल रहा है, जब कोई टेलीफोन मिलता ही नहीं, तो क्या कहें ? जब से ये आये हैं, तो कोई भी टेलीफोन करना हो, जवाब आने में एक घंटा लगता है लेकिन किस तरह से ये यहां पर जवाब देते हैं, बहुत शानदार जवाब देते हैं, उसी तरह से टेलीफोन भी चले तो क्या कहना है। एक बात और है, वहां ज्यादातर लड़कियां काम करती हैं, इसलिये हम किसी को कुछ कह भी नहीं सकते। कहा यही जाता है कि काम बहुत ज्यादा है, मैं कहता हूं कि उनको ज्यादा पैसा दो, ज्यादा रेक्यूटमेंट करो, जिसे वहां की हालत सुधर सके।

SHRI C. M. STEPHEN: Sir, I have repeatedly conceded in this House and I hope every Communication Minister at any time will continue to concede that the telephone service is partly perfect. Wherever a single defect exists, we are trying to streamline it and the results show that the streamlining is becoming effective.

श्री मनी राम बागड़ी : स्पीकर साहब, हम आपका प्रोटेक्शन चाहते हैं। हमारे टेलीफोन बहुत ज्यादा खराब रहते हैं, जिसकी वजह से हम अपने काम नहीं कर पाते ...

अध्यक्ष महोदय : इस सवाल पर पहले ही 15 मिनट लगा दिये हैं।

श्री राजनाथ सोनकर शास्त्री : इस पर तो काफ़ी समय लगना चाहिये था। पहले हमारी व्यवस्था को मंत्री महोदय क्लियर कर देते ...

अध्यक्ष महोदय : इस पर हाफ-एन-आवर डिस्कशन आ रहा है।