

آپ کا بل جو کہ رہا ہے وہ ہم جتنے فون کر سکتے ہیں اور جتنے لوگ وہاں ہمارے ہیں اس کے کئی گنا زیادہ ہے اور یہ آپ کنزیومرس رائے کے بعد کر رہے ہیں۔ کوڈٹ کے قانون اور انکی رائے کو انگوٹھا دکھا کر آپ اس طرح سے کنزیومر کے اوپر دباؤ ڈال کر لوکل کالس چارج کر کے آپ نے جو پرانی غلطی کی ہے اس کو برقرار رکھ رہے ہیں۔ اس بارے میں آپ کیا کرنے لیں گے۔ جس طرح سے آپ اگر چار جز ایکسیس ہیں تو لس۔ ٹی۔ ڈی کی لسٹ دیتے ہیں لیکن لوکل کالس کے بارے میں اگر کسی کی شکایت ہے تو اس بارے میں آپ کے آفس میں کیا ایسیفیک ارنجمنٹ ہے کہ جو کنزیومر کی شکایت ہے اس کو مدنظر رکھتے ہوئے آپ ان کو صحیح رعایت کس طرح سے منظور کریں گے۔

MR. CHAIRMAN: Question No. 402.

\*402. [The Questioner (Shri Sushil Kumar Sambhajirao Shinde and Shri Govindrao Adik) were absent. For answer vide column 29 infra]

\*403. [The Questioner (Shri Dilip Singh Judev) was absent. For answer vide column 30 infra]

\*404. [The Questioner (Shri Rahas Bihari Barik) was absent. For answer vide column 31 infra]

\*405. [The Questioner (Shri E. Balanandan) was absent. For answer vide column 32 infra]

MR. CHAIRMAN: Question No. 406.

हड़ताल के कारण नौएडा में टेलीफोनो का खराब रहना

\*406. श्री दिग्विजय सिंह: +

श्री सत्य प्रकाश मालवीय:

क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या यह सच है कि टेलीफोन कर्मचारियों की हड़ताल के कारण नौएडा के अधिकांश टेलीफोन जुलाई, 1994 के दूसरे पखवाड़े में कई दिन तक खराब पड़े रहे; और

(ख) यदि हां, तो उक्त हड़ताल के लिए जिम्मेदार कारण क्या थे तथा हड़ताली कर्मचारियों की मांगें क्या थीं और सरकार ने उन पर क्या निर्णय लिया तथा हड़ताल कब और किस आधार पर समाप्त की गई थी?

THE MINISTER OF STATE IN THE MINISTRY OF POWER (SHRI P.V. RANGAYYA NAIDU): (a) No, Sir. The pattern of daily faults throughout the month was nearly the same except for days when there were cable faults.

(b) A small section of staff of NOIDA went on tool down strike from 20-7-94 to 22-7-94 as one of their members was placed under suspension for an act of indiscipline. This official misbehaved with one of the SDO's and manhandled him. The official belonged to one of the Unions and the main demand of this union was to revoke the suspension of the suspended official immediately. This demand was not agreed by the administration, however, an assurance was given that efforts will be made to complete the enquiry proceedings expeditiously. With this assurance the tool down strike was called off by the concerned union.

श्री दिग्विजय सिंह: सभापति जी, मंत्री जी का जो जवाब मिला है, मैं इस बात को उनको छूट दे रहा हूँ क्योंकि वह खुद विभाग के मंत्री नहीं हैं। अफसरों ने जो लिखकर दिया, उसको ये हमारे सामने पढ़ गए लेकिन हकीकत यह है कि पूरे जुलाई महीने में 4 दिन से 5 दिन तक नौएडा में फोन का कोई काम हुआ ही नहीं।

दूसरी बात जिसका आपने जिक्र किया हड़ताल के बारे में, उस हड़ताल से आम लोगों की परेशानी कितनी है, इसका आप अंदाजा नहीं लगा सकते। आपके एक छोटे मुलाजिम का झगड़ा हुआ और एक छोटे अफसर का झगड़ा हुआ लेकिन उससे सारा नौएडा परेशान रहा और उसके बारे में आपके विभाग ने कोई पहल अपनी तरफ से नहीं की। वहाँ के लोकल लोगों ने जो स्थानीय लोग थे, उन लोगों ने अपनी पहल से कोई समझौता कराने में सफलता पाई है। तो मैं मंत्री जी से कहना चाहूँगा कि नौएडा क्षेत्र तो बिल्कुल दिल्ली से सटा हुआ है और एक तरह से हम कहें

कि दिल्ली का ही हिस्सा है, तो क्या आप इस तरह की कोई प्रक्रिया अपनाने की कोशिश कर रहे हैं जिससे ये तय हो कि ऐसी जगहों पर इतनी लंबी हड़ताल न चले। दूसरा आपने कहा कि केबल खराब होने की वजह से और वर्षा हो गई और दूसरी वजहों से 25-26 दिन तक फोन बंद रहे। तो मैं आपसे जानना चाहूंगा कि क्या आप कोई तरीका ऐसा निकालेंगे जिससे भविष्य में इस तरह का कोई काम न हो?

**SHRI P.V. RANGAYYA NAIDU:** Sir, I submit that the faults reported in NOIDA in July 1994 were not directly related to the tool-down strike. It was due to a breakdown in four cable, and they were repaired over a period of four days, from 21st to 24th. So it is incorrect to say that the dislocation was due to the tool-down strike.

**SHRI DIGVIJAY SINGH:** I have put my question in two parts, Sir. I did not say that it was because of the strike.

**SHRI P.V. RANGAYYA NAIDU:** I am explaining it because indirectly the question gives an impression that because of the strike there was a dislocation of the telephones. As regards the settlement, he says that the Department has not done anything but the public has done it. I am very grateful to the public of NOIDA for intervening and setting the dispute. In all such disputes, we do take the cooperation of the local leaders and even leaders of the Trade Unions. There is nothing strange or wrong in this procedure. Regarding the steps to be taken, these tool-down strikes are resorted to suddenly, on some provocation or because of some imaginary grievance. Therefore, we cannot stop them. But we can try to solve them soon.

**MR. CHAIRMAN:** Second supplementary.

**SHRI DIGVIJAY SINGH:** I concede the second supplementary Sir, because, as I said earlier, whatever information the Minister has given must have been given to him by the officials. He is not well aware of that. So I am conceding that to the Minister.

**SHRI P.V. RANGAYYA NAIDU:** I am sorry, Sir, I have given him the full answer.

**SHRI CHAIRMAN:** That is why there is no second supplementary!

**श्री सत्य प्रकाश मालवीय:** माननीय सभापति जी, मैं जानना चाहता हूँ कि एक कर्मचारी जो निलंबित किया गया, उस निलंबित कर्मचारी को अभी तक शो-काँज नोटिस

दिया गया या नहीं और यदि शो-काँज नोटिस दिया गया तो उसमें क्या कारण बताए गए हैं निलंबन के?

**SHRI P.V. RANGAYYA NAIDU:** Sir, I do not have the full facts immediately, readily available with me. I shall write to the hon. Member.

**SHRI SATYA PRAKASH MALAVIYA:** Sir, my only question is whether the suspended employee has been given a show-cause notice or not.

**SHRI P.V. RANGAYYA NAIDU:** He must have been given.

**SHRI SATYA PRAKASH MALAVIYA:** My question arises out of the reply:

"This demand was not agreed to by the administration. However, an assurance was given that efforts will be made to complete the enquiry proceedings expeditiously. With this assurance the tool down strike was called off by the concerned union."

My only question is whether the suspended employee has so far been given a show-cause notice or not. That is all.

**SHRI P.V. RANGAYYA NAIDU:** I am replying, Sir. The enquiry has been completed, and a show-cause notice is being issued during this week.

**SHRI INDER KUMAR GUJRAL:** About the complaints, it is very surprising for me to see the situation despite the massive investment that we are now making in modern technology. It was assumed that we were setting up a faultless and flawless system. It is strange that, despite all these investments, when there is rain, the telephones stop, when there is severe summer, the telephones stop and when there is severe winter, the telephones stop.

I want to ask of the Minister whether it is or it is not a fact that only last week for four to five days in the entire area around the Delhi High Court, the Delhi local courts and the Purana Qila all the telephones were dead. In the entire Okhla industrial estate the telephones were dead. In the countries where there is modern technology this never happens. They have severe winters and sometimes heavy snowfall also, but this does not happen there.

May I ask of him, with your permission, Sir, whether he can assure us that there will be an improvement? With all these investments that we are making in modern technology and with obsolete attitude can we ever hope and expect an improvement?

My second point, if you permit me, Sir, is this. The hon. Minister was replying about faulty bills. Why does he not take a final view on letting the consumers have their own parallel meters also so that they can be tallied? Everywhere else in the world this is done. Why can it not be done here?

**SHRI P.V. RANGAYYA NAIDU:** Sir, the telephone system in India has been built stage by stage over the last more than 50 years. We cannot convert the entire system overnight into a state-of-the-art technology. Earlier we were using cables.

**SHRI INDER KUMAR GUJRAL:** Modern telephones do exist. I am pointing this out.

**SHRI P.V. RANGAYYA NAIDU:** I am coming to the point. The faults are not necessarily in the exchange. They could be in the cables. They could be in the distribution frames. They could be the subscriber end. There are so many types of faults. One of the faults which takes a long time to repair is a cable fault. Earlier, we were using only paper covered cables and we were just burying them in the earth without any protection. Now we are changing over to jelly-filled cables with proper insulation, and we are going in for ducting also. Now the cables are put in a duct so that they do not get affected due to rains. So, this process is going on. In the meantime, if some heavy rains occur, the cables laid under the old system, are likely to be affected. I cannot give a 100 per cent assurance to the hon. Member that there shall be no complaints we shall see that the complaints are reduced to the minimum and that, where- ver such complaints occur, we will take expeditious action.

**श्री राम गोपाल यादव:** सभापति महोदय, कर्मचारियों और अधिकारियों के झगड़े में और डिसिप्लनरी एक्शन को लेकर हड़तालें होना आम बात है। लेकिन ऐसे भी मसले हैं जिसमें कोई बड़ा अधिकारी टेलीफोन विभाग का गड़बड़ी करता है और अगर प्रशासनिक कार्रवाई उसके खिलाफ जिला प्रशासन करता है तो विभाग के सार कर्मचारियों को हड़ताल पर भेजने के लिए विवश किया जाता है इससे सारे लोगों को दिक्कतें उत्पन्न पड़ती हैं। उत्तर प्रदेश में इटावा जिले में पोस्टेड डी.डी. के खिलाफ एक क्रिमिनल केस रजिस्टर्ड हुआ तो हड़ताल करवाई गई और इससे 5 दिन से ज्यादा इटावा के लोग पूरी तरह से टेलीफोन से कट रहे। अभी उसी अधिकारी के खिलाफ कन्नौज में एक

महिला का मोलस्टेशन करने के खिलाफ एक मुकदमा दायर हुआ That officer was transferred. लेकिन आप जानते हैं जितने बड़े घपलेबाज होते हैं उनका संरक्षण भी उतना ही ज्यादा होता है His transfer has been stayed.

तो मैं यह जानना चाहूंगा माननीय मंत्री जी से कि ट्रेड यूनियन के तहत अपने अधिकारों को बारगेन करने के लिए कर्मचारी कोशिश करता है और हड़ताल भी करवा सकता है, लेकिन अगर कोई बड़ा अधिकारी इस तरह की हड़ताल करवाए और लोगों को इनकन्वीनिएंस हो तो ऐसे लोगों के खिलाफ आप क्या कार्रवाई करेंगे?

**SHRI P.V. RANGAYYA NAIDU:** There is no question of sparing any employee whatever may be the status or rank. If he does something wrong, he shall be punished. I do not have the details about the specific incident mentioned by the hon. Member. I shall find out and write to him about the present stage of the case that occurred in the Kannauj district.

**SHRI RAM GOPAL YADAV:** What about the policy?

**SHRI P.V. RANGAYYA NAIDU:** I said in the beginning that there was no question of discrimination between a bigger employee or a smaller employee. We will definitely take action for his fault.

**SHRI SATISH PRADHAN:** This is question is regarding the Noida telephones. A news appeared in the newspapers that MNTL Bombay and MNTL Delhi staff are going on strike on 26th of this month. I want to know why these people are going on strike. What is the reason behind it and what measures so far the Government has taken to remove their grievances?

**SHRI P.V. RANGAYYA NAIDU:** I am not aware of any proposed strike. Recently there was a proposal to go on strike on 17th August. That was called off. I am not aware whether there is any proposal to go on strike on 26th. If there is anything like that, I will discuss and settle the matter with them as we have done in the case of other employees.

**SHRI SATISH PRADHAN:** Sir, today it is 23rd. They are proceeding on strike on 26th. Today the Minister is replying in the House that he does not have knowledge about the strike.

**SHRI P.V. RANGAYYA NAIDU:** I do not have the details. I am officiating on behalf of Shri Sukh Ram. I will pass this on to Mr. Sukh Ram and other Officers. Moreover, Sir this question does not directly arise out of the main question. This proposed strike is about the demand of the MNTL employees regarding the implementation of the Atray Committee recommendations.

**SHRI INDER KUMAR GUJRAL:** Sir, I think the Minister deserves compliments for his performance. He has done better than...

**MR. CHAIRMAN:** Yes. He has answered all the questions.

**डा. जगन्नाथ मिश्र:** सभापति महोदय, मैं यह जानना चाहता था कि यह समस्या केवल "नौएड्डा" की या "दिल्ली" की समस्या नहीं है, सारे देश की समस्या है, छोटे-छोटे मामलों पर हड़ताल होती है और हड़ताल की वजह से आम उपभोक्ताओं को कष्ट होता है और इस अवधि में टेलीफोन सेवा अगर नहीं है तो उस अवधि का भी उन्हें किराया देना पड़ता है, पैसा देना पड़ता है, तो क्या सरकार कोई ऐसी व्यवस्था करेगी कि कर्मचारियों के आपस के विवाद से या स्थानीय स्तर पर जनता से कोई अगर झड़प हो जाए तो उसकी वजह से सामान्य उपभोक्ताओं को कष्ट नहीं हो और अगर कष्ट हो तो उस अवधि का किराया उन्हें नहीं देना पड़े या सरकार कोई ऐसी व्यवस्था करेगी कि अगर बड़े पदाधिकारी या छोटे पदाधिकारी की वजह से ऐसी स्थिति बनती है तो उनके खिलाफ सख्त कार्रवाई की जाए? आपकी सेवा एक व्यावसायिक सेवा है, जो आम उपभोक्ता हैं, उनको सेवा से वंचित क्यों किया जाए? अगर वे सेवा से वंचित होते हैं तो उन्हें फिर आर्थिक दंड क्यों देना पड़े, जिस अवधि में उन्होंने टेलीफोन की सेवा ली नहीं है? क्या ऐसी कोई कारगर व्यवस्था या तंत्र मंत्रालय बनाएगा जिससे आम उपभोक्ताओं को कष्ट नहीं हो?

**SHRI P.V. RANGAYYA NAIDU:** As we are advancing in the technology the dependence on human element becomes less and less. So, even if some staff members go on strike, the essential services are not disrupted because now with STD and electronic exchanges even trunk calls can be put through easily. Sometimes we do make arrangements by substituting the striking staff by other employee.

So, we are trying our best to see that the services are not dislocated. But, Sir, right to

strike is there in a democratic country. I cannot prevent it nor I can ban it. Sometimes we do ban such strikes in the public sector undertakings. As everyone knows, sometimes they do go on strike even when it is banned and the consequences are faced by the them. So, we are definitely taking steps to see that inconvenience is not caused to the subscribers on account of strike.

So far as the suggestion from the hon. Member that we should not charge the subscribers for the strike period is concerned, I do not agree with him. It has nothing to do with the strike. During the strike period all the telephones do not go dead. If they go dead, then, we will not charge the subscribers for the strike period. But nowadays telephones are working through an automatic system. Therefore, there is no question of giving rebate for the strike period.

**श्री जगन्नाथ मिश्र:** सभापति जी, जब उपभोक्ता की गलती नहीं है, टेलीफोन है, वह सेवा नहीं ले सकता तो फिर उसको पैसा क्यों देना पड़े? आपकी व्यावसायिक सेवा है और जब आपकी सेवा हम नहीं लेते है तो हमको वह पैसा क्यों देना पड़ेगा? इस पर आप क्यों नहीं विचार करेंगे कि बिना वजह उपभोक्ता को क्यों दण्डित किया जाए?

**SHRI P.V. RANGAYYA NAIDU:** Mr. Chairman, Sir, if the subscriber has been denied the right to use the telephone for a certain period, he is entitled to a rebate and he will get it. There is no question of his being charged for the period for which he has been denied the use of the telephone.

#### **Power Supply to States from Central Power Units**

**\*407. SHRI CHIMANBHAI HARIBHAI SHUKLA:** Will the Minister of POWER be pleased to state:

(a) whether some States and Union Territories have requested for the distribution of power from the Central power units;

(b) if so, what are the names of these States and Union Territories;

(c) whether Government have taken any action/measure on these requests;

(d) if so, the details thereof; and