

[Shri P. N. Sukul]

communication, of course we are making great strides and our future is very bright. But, at the moment, our ordinary services are in a very bad shape and that is why our Minister is also being criticised for no fault of his own. He does not have to do all that. But only he gets the brickbats and only he gets the abuses and only he gets the criticism, and I do not know what he can do about it except, of course, pulling up his officers and the officers will have to pull up others. But, if this exercise is undergone without delivering the goods to the society, then it becomes futile and it all goes waste. That is why I want that very seriously these things should be looked into and all possible improvements should be effected.

And, Sir, at the end I will say—and I will repeat what I said in the beginning—that our technology must be modernised more and more and our maintenance work and the work of upkeep should also be made as good as possible so that this Ministry and these organisations are able to discharge their duties to the best possible satisfaction of the people of this country.

With these words, Sir, I once again congratulate the Minister and the Ministry for their achievements and, as regards my suggestions, I would request him to kindly consider them as best as he can. Thank you, Sir.

#### Reference to the alleged tapping of Telephones in the Lobby of Parliament House

श्री लाडली मोहन निगम (मध्य प्रदेश) : श्रीमान, मैं आपके माध्यम से इस सारे सदन का ध्यान एक बहुत बड़ी घटना की तरफ आकर्षित करना चाहता हूँ। कल सात बज कर बीस मिनट पर मैंने पहले चाहा था कि इस प्रश्न को उठा दूँ लेकिन फिर मैंने सोचा कि आज संचार मंत्रालय पर बहस होने वाली है इसलिये तब मैं इस बात को कहूँगा। वैसे तो सदा हम लोग आपके जरिये मंत्री जी से निवेदन करते रहते हैं कि सदस्यों के टेलीफोन में कहीं न कहीं सेहेर-फेर किया

जाता है, टेप किये जाते हैं लेकिन आज हालत इतनी दूर तक चली गई है कि इस सदन के अन्दर इन्टर लाबी में लगे हुए टेलीफोन भी टेप हो रहे हैं। उपसभाध्यक्ष महोदय, महिला सदस्य बैठी है इस वास्ते मैं कुछ नहीं कहता, कल मेरे रौंगटे खड़े हो गये जैसे ही मैंने टेलीफोन उठाया और डायल करने की कोशिश की तो उस पर जो बात हो रही थी, चर्चा हो रही थी दूसरी तरफ वह इतनी भयावह थी कि मैं कुछ कह नहीं सकता। मैं आपके माध्यम से विनम्रता से आग्रह करूँगा कि कुछ तो लोगों की परम्परायें और मान्यताएँ रखें, कहीं न कहीं तो पवित्रता कायम रखें। कम से कम यहां पर तो सदस्यों को पूरे तरीके से अपने कर्तव्यों का निर्वाह करने की छूट होनी चाहिये। यदि आप इजाजत दें तो मैं कुछ चीजें है... (व्यवधान) मैं पढ़ूँगा नहीं लेकिन इस विश्वास के साथ मंत्री जी ने दूँगा कि जिनके नाम इसके अन्दर हों कम से कम उनकी गोपनीयता अपने तक हो रखें। इस विश्वास के साथ मैं आपको यह पत्र जिममें पूरा कनवरेशन है दे रहा हूँ इसके अन्दर जो नाम हैं उनकी गोपनीयता रखिये हो सकता है कि किन्हीं की जिन्दगी के साथ यह जुड़ा हो। इस विश्वास के साथ मैं आपका बहुत शुक्रिया करता हूँ और मंत्री जी से आग्रह करता हूँ कि इस तरफ मंत्री जी तवज्जो दें।

श्रीमती सरोज खाण्डे : आपने तो बड़ी गलती की उनकी कनवरेशन बात सुन कर, आपको सुननी नहीं चाहिये थी। (व्यवधान)

#### DISCUSSION ON THE WORKING OF THE MINISTRY OF COMMUNICATIONS—Contd.

उपसभाध्यक्ष (श्री दिनेश गोस्वामी) : श्री शिव चन्द्र झा।

श्री शिव चन्द्र झा (बिहार) : मुझे

कितना समय मिलेगा, ताकि मैं समय पर खत्म कर सकू।

**उपसभाध्यक्ष (श्री दिनेश गोस्वामी) :** आपको 15 मिनट मिलेंगे। आप चार बजे तक खत्म कर दें तो ठोक है।

**श्री शिव चन्द्र झा :** उपसभाध्यक्ष जी, सुकुल जी ने मुझसे पहले बोलते हुए मंत्री महोदय को धन्यवाद दिया कि ये कमाल कर रहे हैं और इनको कांग्रेस-लेशन है। मुझे यदि कहा जाये तो मैं कहूंगा कि प्रधान मंत्री जी ने जो रेल के बारे में कहा कि रेल व्यवस्था चौपट है वह बिल्कुल इनके मंत्रालय के बारे में सही है। सारा कम्प्यूनिकेशन डिपार्टमेंट, पोस्टल हो या टेली कम्प्यूनिकेशन बिल्कुल चौपट है। उन्होंने कांग्रेस-लेशन दिया जबकि अभी टेलीफोन बात सुनी गई, तो हकीकत यह है, इन्साफ का तकाजा तो यह है कि इसमें सुधार लाने के लिये सबसे पहले मंत्री महोदय इस्तीफा दे दें। यह बात इस सीमा पर आ गई है, बदशित से बाहर की बात हो गयी है, टेलीफोन को लेकर कि आज सब जगह सड़क पर, गलियों में एम पी फ्लैटों में नाको में दम है? सब यही कहते हैं कि ये मंत्री इस्तीफा दे दें। यदि नहीं देते हैं तो प्रधान मंत्री जी को चाहिये कि इन सैक कर निकाल बाहर कर दे, इण्टर परिवर्तन...

**श्री रमेश्वर सिंह (उत्तर प्रदेश) :** न करे तो खुद ही इस्तीफा प्रधान मंत्री दे दें।

**श्री शिव चन्द्र झा :** साथ ही साथ दूसरी वजह यह है मानता हूं कि गड़बड़ी मंत्रालय में हो सकती है लेकिन यदि इनका दृष्टिकोण साफ होता तो हम उम्मीद कर सकते हैं कि आने वाले दिनों में यह अच्छा हो जायेगा। लेकिन इनके दृष्टिकोण के बारे में भी हमें पता है कि टेक इट और लीव इट। यह एरोगेंट एटीट्यूड इन्होंने इन्कार किया है, लेकिन इनकी डीलिंग और इनके तौर तरीके ऐसे

हैं कि हम लोग चिट्ठी भी लिखते हैं तो एकनालिज भी नहीं करते हैं। पी ए कभी एकनालिज कर देते हैं जवाब नहीं देते हैं किसी विषय पर। डिपार्टमेंट को भेज देते हैं। वहां का जो इंचार्ज है वह बाद में लिखता कि ऐसी बातें आपने रखी हैं और इसके मुताल्लिक यह है। तो यह इनका दृष्टिकोण है, एटीट्यूड है। फिर हम कैसे उम्मीद करें कि भविष्य में भी इनका रूप अच्छा होगा, इसमें सुधार होगा। हमसे पहले के वक्ता ने कहा कि हमारी आशा है कि सैटेलाइट से भी वह मिस्टम हमारे देश में आ जायेगा। मैं भी यह उम्मीद करता हूं और कामना करता हूं कि जल्द से जल्द हो। लेकिन जो भी हमारी व्यवस्था है उसमें जो देख रहे हैं चाहे सैटेलाइट वाला काम होगा या दूसरा होगा, मामला और भी चौपट होता जा रहा है।

उपसभाध्यक्ष महोदय, मैं वियना में था, कुछ समय पहले नेताजी की पत्नी से मिलने का हम लोगों का इरादा हुआ, वे वियना में रहती थीं। हम 2-3 एम पी लोग लिए, उनके घर पर उनसे मिलने के से बगैर एम्बेसी में गये, लेकिन संयोग से वे नहीं थीं तो जिस टैक्सी से हम लोग गये, दरवाजे की खटखटाया तो कोई जवाब नहीं आ रहा था तो टैक्सी वाले ने कहा कि फोन करें उनके घर ने। हमने कहा फोन करोगे उनके घर पर, करो। लेकिन कहाँ करोगे, मैं देख रहा हूं कि यह सुनसान सड़क है, कहीं कहीं बड़े मकान थे। तो वह तुरन्त गया अपनी टैक्सी में और आकर कहता है कि घर में कोई नहीं है, एक आदमी है उसको कहा कि नीचे जो इंडिया से लोग आये हैं जरा सा मिलकर कह दीजिए कि वे घर में नहीं हैं। मैंने कहा कि कैसे तुमने फोन कर दिया, वह कहता है कि टैक्सी से फोन किया? टैक्सी में चला गया था।

[शिव चन्द्र झा]

वहाँ पर कन्ट्रोल सिस्टम है, कन्ट्रोल से हमको लगा दिया उस घर में। तो किसी भी प्राइवेट घर पर टेलीफोन अपनी टैक्सी से कर सकते हैं। यह तो हाई डेवलप्ड व्यवस्था है। क्या प्रधान मंत्री जी अपनी कार से किसी प्राइवेट घर को फोन कर सकती हैं? प्राइम मिनिस्टर को भी यह व्यवस्था है, यह मैं जानना चाहता हूँ? नहीं है व्यवस्था और वह होते होते कितने प्राइम मिनिस्टर आ जायेंगे, तब कभी जाकर कुछ होगा, तो होगा।

अब सैटेलाइट की बात—अमरीका और यू के के लिए टेलीफोन कनेक्शन पांच मिनट में लग जाता है। दिल्ली से पांच मिनट में मैंने अमरीका भी टेलीफोन किया है। श्रीमन्, भरे पिता जी गुजर गये, तौ मैंने भाई को खबर करनी थी। तुरन्त साउथ एवेन्यु से फोन उठाया, कैलिफोर्निया फोन कर दिया, पांच मिनट भी नहीं लगे, बात कर ली और कह दिया कि यह बात हो गई है।

उसी तरह से यू के से हमें फोन करना पड़ा तो पांच मिनट में लंदन से दिल्ली बात हो जाती है। लेकिन दिल्ली से मधुवनी के लिए ट्रंक काल लगाता हूँ, तो चार-चार दिन से पहले तो बात होती नहीं है। दिल्ली का एक्सचेंज जो है, नम्बर वन rotten to the core जिसको कहते हैं, लिखा भी है इनको। तो कहावत है—

सौ मन साबुन लाग्यो, कोयलो, होए न उजला। कोयला उजला नही हो सकता है। इनकी जो अपनी चाल है, ढंग है, वह बदल नहीं सकता है, कितना भी करेंगे, इनका रंग बदलने का नहीं है। चार दिन मधुवनी को ट्रंक काल करने में

लगते हैं। सुबह को टेलीफोन लगाया, सोचा कि शाम तक मिल ज एग., रात को बारह बजे भी नहीं मिला, दूसरे दिन भी नहीं मिला तीसरे दिन भी नहीं मिला—  
“This is the third day I am booking the trunk call for Madhubani. Will I get it or not?” सब होते-होते चौथे दिन जाकर के कनेक्शन मिलता है। तो यह हिन्दुस्तान में चार-चार दिनों पर ट्रंक काल की आपकी व्यवस्था है। क्या व्यवस्था है स्टीमलाइन करने की? छड़िये माइक्रोवेव, छोड़िये सैटेलाइट सिस्टम, जो भी आपकी पूंजी है, उसको स्टीमलाइन करने के लिए आपके पास क्या व्यवस्था है, कौन सा कार्यक्रम है, मैं जानना चाहता हूँ, जो आपकी व्यवस्था है, उसी को आप टिप-टाप रखिये, एक्टिव रखिये, उसी में बहुत बड़ा हमें संतोष होगा और जनता को खुशी होगी। लेकिन दुर्भाग्य यह है कि वह भी डिटीरियोरेट करके नीचे उतर रहा है। क्या आपका कोई मॉनिटरिंग सिस्टम है जोकि टेलीफोन एक्सचेंज को हर हफ्ते में या दो हफ्ते में जाकर के सरप्राइज विजिट से चेक करें, जा करके देखे कि कितने ट्रंक कालज लगे हैं, कितने मैटीरियलाइज हुये हैं, कितने नहीं हुये हैं, क्यों देरी हुई है, कोई आपकी मशीनरी है जो हर हफ्ते या दो हफ्ते में इस तरह से देखती है।

अब दिल्ली तो इस मायने में बीमारी की भी राजधानी है। राजधानी देश की ही राजधानी नहीं है, टेलीफोन की भी बीमारी की राजधानी दिल्ली है। इसी को यदि आप एक्सपैरिमेंट के रूप में पकड़ लेते हैं कि हम दिल्ली को ठीक कर देंगे, टेलीफोन के मामले में कलकत्ता, बम्बई और मद्रास को पकड़ लेते हैं, इन चार सिटीज को पकड़ लेते

हैं कि कहीं एक भी गड़बड़ हम नहीं होने देगे, तो एक बहुत बड़ा कदम हमारा आगे जायेगा, बहुत बड़ी रोशनी आगे फैलेगी कि दिल्ली, बम्बई, कलकत्ता, मद्रास में टेलीफोन में कोई गड़बड़ नहीं है। लेकिन आपके पास कोई मशीनरी नहीं है और आप क्या कर रहे हैं? पता नहीं माइक्रोवेव और क्या-क्या हो रहा है। यह जो सरीन कमेटी है, उसका झमेला चल रहा है, एक टग आफ वार चल रहा है कि एक ओर पी० एण्ड टी. डिपार्टमेंट और दूसरी ओर इलेक्ट्रॉनिक कमीशन वाले जो हैं, वह कहते हैं कि यह हमारे अन्दर हो।

अब यह जो सफाई कण्डक्टर जो है, लिमिटेड अमेरिकन कम्पनी से आपने अमेरिका से सांठगांठ की है, यह क्या-क्या गुप्त चल रहा है। Something fishy is going on in the American Company. That he will explain.

तो यह आपकी दुर्व्यवस्था है। आदर्श आपका नया समाज बनाने का है। प्लांड रूप में हम चल रहे हैं, हर ब्लाक पर कम से कम एक पब्लिक टेलीफोन बूथ हो, टेलीफोन की अहमियत इतनी है कि मैं आपको राष्ट्रीय आंदोलन की बात बताता हूं।

सदाकत आश्रम, पटना में बिजली की व्यवस्था नहीं थी बहुत दिनों तक, लेकिन टेलीफोन की व्यवस्था नेता लोग रखते थे। उनको रोशनी की जरूरत नहीं, लालटेन से भी अपना काम करेंगे। तो इसकी अहमियत देहात में भी है इस लिये पर ब्लाक एक टेलीफोन हो क्या इसकी योजना है कि नहीं? अगर है तो कब तक? यह जरूर होना चाहिये आज के चैन्जिंग समय में। इसी तरह से हर जिले से दिल्ली तक आप ड इरेक्ट डाएलिंग सिस्टम कर दें।

हम लोग इस बात को बहुत महसूस करते हैं। मुझको बार-बार कांटेक्ट करना पड़ता है, हमारा फ्लड अफेक्टड एरिया है, क्या परिस्थिति है यह जानने के लिये मधुबनी टेलीफोन करना पड़ता है। तो मधुबनी ही नहीं, और भी जिला हैडक्वार्टर हैं। तो आप हैडक्वार्टर में डाइरेक्ट डाएलिंग कब तक करेंगे? माइक्रोवेविंग, सेटेलाइट कम्युनिकेशन आप जब भी करें, वह कर देंगे तब तो सोने में सुगंध वाली बड़ी अच्छी बात है लेकिन उसमें बहुत दिन लगेगा परन्तु छतना जों मैंने कहा आप कब तक करना चाहते हैं।

अब मैं थोड़ा-सा पोस्टल सर्विस के बारे में कहना चाहता हूं। पोस्ट आफिसेस बढ़े हैं, मैं मानता हूं ब्रांच आफिसेस बहुत बढ़े हैं, बल्कि थोड़ा सा प्रयास करने पर, लिखा-पढ़ी करने पर ब्रांच आफिस आप खोल देते हैं। मधुबनी में मेरे तजुर्बे के आधार पर मैं कह सकता हूं बहुत से ब्रांच पोस्ट आफिसेस खोल चुके हैं। यह बात सच है कि आप ब्रांच पोस्ट आफिसेस जनता के नजदीक ला रहे हैं लेकिन जो पुराने हैं उनको अपग्रेड करने की योजना भी कीजिये। बहुत से ब्रांच पोस्ट आफिसेस हैं जो क्वालिफाइड हैं, ब्रांच अपग्रेड होने की बात करते हुये मैं दो ही ब्रांच पोस्ट आफिसेस के नाम लेता हूं मचकी और बसवाड़ा। ये मेरे गांव से थोड़ी ही दूर पर हैं। आपके दो ब्रांच पोस्ट आफिसेज बहुत दिनों से क्वालिफाइड हैं अपग्रेड होने के लिये। इस तरह के और भी बहुत से होंगे जो प्लांड और तौर पर अपग्रेड कर दिए जाने हैं जिस तरह से नए डाकखाने आप बना रहे हैं।

पोस्टल डिपार्टमेंट इस्लायीज में मैंने बड़ा असंतोष देखा है। खास तौर

[श्री शिव चन्द्र]

से डिपार्टमेंटल इम्प्लायोज की मांग है कि उनको डिपार्टमेंटलाइज कर दिया जाए। उनका कहना है कि डिपार्टमेंटल इम्प्लायोज की शकल में जो स्केल उनको मिलना चाहिए वह नहीं मिलता है। शायद कोई हाईकोर्ट का भी फैसला है, इलाहाबाद हाई कोर्ट का भी फैसला है कि इनको भी सेन्ट्रल गवर्नमेंट के सिविल इम्प्लायोज की तरह से दरजा मिलना चाहिये। इसी के लिये बिहार में वे हड़ताल पर हैं, कई बार इनको भी मेमोरेण्डम भेजा है, सबको भेजा है। तो इनको आप डिपार्टमेंटलाइज क्यों नहीं करते हैं? उनका जो स्केन है वह स्केल बढ़ना चाहिये, वह क्यों नहीं बढ़ा रहे हैं। पोस्टल इम्प्लायोज की एक मांग और चल रही है, युनिफार्म की। अंगरेजों के जमाने में जो एक खाकी वरदी होती थी जिससे पोस्टमैन बहुत दूर से आते हुये भी मालूम हो जाता था कि हां कोई आ रहा है। यह बात जरूरी है कि पैटर्न कोई नहीं है, धोती से भी काम चल सकता है लेकिन आज पोस्टमैन को देखकर कोई कह सकता यह पोस्टमैन है क्या है। तो जो भी युनिफार्म के वास्ते आप व्यवस्था कर सकते हैं करें चाहे पैटर्न हो, धोती हो, पैजामा हो। एक यूनीफार्म हो और उसके मुतालिक जो भत्ता वगैरह, मैं नहीं कहता हूं देते हैं कि नहीं देते हैं लेकिन वह पुराना सिस्टम यूनीफार्म का आप फिर शुरू करें मुस्तैदी से। उनके रहने की अच्छी व्यवस्था हो वह भी आप करें बहुत से क्वार्टर्स शहरों में बने हैं, वह सब जगह बनें उसके लिये आप क्या कर रहे हैं। ये सब बातें उनके असंतोष का कारण बनी हैं, अगर उनको आप हटा देंगे तो उनमें एक इंसेंटिव आयेगा, प्रेरणा आयेगी।

अब मैं टेलीग्राम की बात करता हूं। टेलीग्राम पहुंचने में बहुत दिन लग जाते हैं।

कोई योजना है आपके पास इसमें सुधार लाने के लिये। कितने उदाहरण आपको दूं, कई बार लिख कर आप को भेजा, जवाब भी नहीं देते हैं और मैं जानता हूं आज के भाषण के बाद आप मेरी चिट्ठियां छुवेंगे नहीं कि छोड़ो भाई, जवाब देने की जरूरत नहीं है। टेलीग्राम को टाइम पर भेजने का एक कार्यक्रम बनाइये, वार-फूटिंग पर। एक ही बात आप कर दो कि मिनिमम प्रोग्राम कह कर इसको चला दो। यह आप तय कर लें तो बहुत कुछ परिवर्तन हो जाएगा, एक तरह से कहिये रिवाल्पूशनरी परिवर्तन हो जाएगा।

यह जो आपका इन्लैंड एयर मेल है, इसको मैं इन्लैंड लेटर नहीं कहता, जिसमें एयर सर्विस वम्बई, कलकत्ता आदि शहरों से जुड़ी है और एक रेलगाड़ी से भी आपकी व्यवस्था है—एयर मेल की व्यवस्था बाहर के लिये तो है, मेरे विचार में अन्दर के लिये भी हो। इसलिये क्या इसको आप बढ़ा नहीं सकते हैं? जो अन्दर की भी चिट्ठियां हैं उनका जवाब आना आज के वक्त में इतना जरूरी हो गया है उपसभाध्यक्ष महोदय, कि आदमी सुबह उठते ही 4 P.M. जानने लगता है कि डाक आई कि नहीं। नौ सवा नौ बजे तक डाक आने के बाद उसे देखकर तब लोग वहां से निकलते हैं। आज के वक्त में यह सब करते हैं। तो जो एयर की व्यवस्था है वह आप करें।

अब छोटी छोट. बातें हैं, जैसे लिफाफे का मैक-अप पुराना है, उसका साइज लंबा होना चाहिये, अमरीका में ऐसा बनता है। तो उसका साइज लम्बा भी रखें और दाम 35-40 पैसा रखें। ऐरो-ग्राम की शकल भी ठीक नहीं समझता हूं। जैसे इन्लैंड को मोड़ दिया और

लिफाफा जैसा बन गया, यही ऐरोग्राम का भी आप कर दें। इस तरह से बारीकी की कुछ चीजें हैं जो आप करें। लेकिन मैं उससे ही संतोष कर लूंगा। सेंटलाइट आपका भले ही हूँ, लेकिन वह सब जल्द ही जाए। इसलिये मेरा कहना बार-बार यही है कि जो कुछ भी आप करें वह बार फूटिंग पर करें, उसमें जहाँ कहीं भी कमी होती है, ठुटि होती है, उसको आयरन हैण्ड से डील करें, ऐसे कर्मचारी जो इनएफिशियेंट हैं, ब्लाक करते हैं काम को उसको आयरन हैण्ड से डील करें। एम. पी. के सवाल को आयरन हैण्ड से डील करने की जरूरत नहीं है। इतना ही मैं कहना चाहता हूँ। धन्यवाद।

श्रीमती प्रतिभा सिंह (बिहार) :

उप-सभाध्यक्ष जी, मैं यही से बोल लूँ।

यह सीट सरोज जो की है ?

उप-सभाध्यक्ष (श्री दिनेश गोंस्वामी) :

बोलिये, वहाँ से बोलिये।

श्रीमती प्रतिभा सिंह : आगे मंत्री

जी बैठे हैं, उनसे डरती हूँ।

इसलिये यहाँ से बोल रही हूँ।

(व्यंग्य)

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): Now, he has been asked to apply iron-hand also. उनसे डरना ही चाहिये।

SHRIMATI PRATIBHA SINGH: Mr. Vice-Chairman, Sir, while participating in the debate on the discussion on the working of the Ministry of Communications, first of all I would like to emphasise that in a developing country it is very necessary to have an efficient working of the postal, telegraph and telephone systems. The progress and efficiency depends on

the efficient working of this department. This is the basic fact to which we all have to agree.

Sir, first of all I would like to focus attention on a few salient points that this department has undertaken and I would like to congratulate the Ministers for that. The first thing that they have done is that in the Year of the Disabled the P & T Department has launched a scheme of public telephones booths being manned by physically handicapped people. They have a proposal of manning 600 such booths which are in busy areas and at stations like the bus terminuses, railway stations and airports, etc., etc., another thing that they have done, Sir, is that this year they have specially marked Rs. 1,20,75,000 for sanctioning grants in aid for the P & T Welfare Fund, and by this they have helped financially dependants of the Posts and Telegraph employees when they are either seriously ill or the families are caught in flood affected areas. Then they are also going to help in social activities like setting up of recreation centres and holiday homes, etc. etc. And they have also allotted certain technical and non-technical scholarships and some funds have been allocated for the handicapped and mentally retarded children. Their plan target upto 1985 is to provide about 14 lakh phones and 5-12 lakhs are still on the waiting list. In this connection I would like to point out—I do not want to blame any party yet I have to say that during the Janata regime, Rae Bareilly extension of telephone factory was postponed it was not stopped, but it was postponed. Since the new Government came, this work has again been sanctioned and the project is going to be started which will help to ease the situation, because unless the material is available (new telephone connections cannot be given and the people have appreciated it. The strike lasting 75 days in the ITI production centre at Bangalore has been dealt with efficiently and it is over now. The most valuable thing that has been achieved recently in telecommunications is the Indian National Satellite, the launching of INSAT which will provide 7500 new transmission lines, and it is a great achievement

[Shrimati Pratibha Singh]

for any developing and even developed country. This will also ease our problems to some extent.

The Rural Extension Scheme was going to be taken up in 18 districts, especially in backward tribal and hill areas and the programme is to develop during the Sixth Plan integrated digital network and for that, Agra, Mathura and certain other places are also going to be taken up. And they are also going to take up radio system in telecommunications, especially in the hill areas where it is very difficult to lay the lines. The task force has made a significant move in that direction and they are going to import multi-axis radio equipment from abroad using 300 LDPT in 12 hill and tribal areas. These are some of the achievements of this department. Now I would like to come to certain things by which the people feel greatly distressed.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): After giving him compliments, you now want to give bricks to the Minister.

SHRIMATI PRATIBHA SINGH : Sir, of course, it is a very ambitious plan to have post offices in every village which is very necessary especially these days when you see the country making progress; people from villages go to other areas to work and they send their money orders, letters because their family members in the villages are anxious to hear. There is no doubt that many new post offices have been established in the villages. But how those post offices are working, is nobody's concern. How money orders come and how they are received by the people, is nobody's concern. How the poor people are harassed while receiving money orders, is nobody's concern. The Minister can say it is a very big country, and it is not possible to achieve full efficiency in the working unless the mentality of the people in the country changes. I agree with this ethical question of everyone working anywhere to have the feeling that it is their own country and we should consider it our duty to work for it. How can one

Minister change the whole complexion unless that feeling comes to every worker? But still, it is our duty to bring to his notice that this thing should be looked into that, firstly, these post offices work in the villages and, secondly, whenever money orders come whether it comes to a Bihar village from Assam or whether it comes to Kerala from Maharashtra or from Abu Dhabi, they are received by the persons concerned on the same day when the money orders come and that they do not take fifteen days and that the persons concerned have not to pay a part of it. This is what I would like to bring to the notice of the hon. Minister.

So far as village post offices are concerned, there is one more point, one small point, which I would like to mention. This is about the *Choti Bachhat Yojana*, Small Saving Scheme, which is done through the post offices and the department has, perhaps, launched a scheme called the Mahila Pradhan Kshetriya Yojana or something like that. In relation to this, I would like to say that more and more encouragement should be given to women because it is the womenfolk who can save and not the menfolk, because it helps her and, therefore, with a little incentive, this Small Saving Scheme can be boosted through the post offices. I do not know whether everywhere it is done in regional languages. If this is not so, I would suggest that it should be done in regional languages. I have heard that some Bill is coming to debar women who are wives of officers from becoming agents of this Small Saving Scheme. Wherever they i.e. husbands are at fault, of course, it should be done. The hon. Minister may say that this is a finance Bill and that he is not concerned with it. But what I mean to say is that, when it deals with your department, you can give a suggestion to the Finance Ministry to involve more and more women. Then, so far as the philatelic society is concerned and so far as the first day covers are concerned, there are faults. Recently, there was an exhibition, wherein, there were glaring examples, of spelling mistakes and other mistakes. The hon. Minister may get a report from his department and see

to fit that such mistakes do not happen in such a large number. This is about the first day covers.

Now, I come to the telephones. This is a harassing experience to every person who is a subscriber. Here, there is wrong dialling, cross connections and so on. Sometimes, when I, when Pratibha, and Saroj are talking, the hon. Minister, Mr Stephen is there.

SHRIMATI SAROJ KHAPARDE: On the line?

SHRIMATI PRATIBHA SINGH: Yes.

SHRIMATI SAROJ KHAPARDE : Really? My God.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): It is all right when you and Saroj are talking. It may be dangerous when somebody else is talking.

SHRI PRATIBHA SINGH : When Saroj or myself is talking with you or somebody else, that is the danger point.

The point is, how this should be improved? This is a question which should be looked into. Then, there is the problem of wrong numbers. You are sleeping. Then, at midnight, you get a telephone. You think, it may be from somebody who is your relative or who is your friend. But what happens? You find that it is a wrong number and you cannot sleep the rest of the night. Then, you are billed without the telephone in operation. I will not go into the details. There are Press cuttings and this has also been pointed out by a number of hon. Members. I remember, once, Shrimati Ambika Soni was very agitated and angry in this house over her exaggerated bills. In this way, so many things have happened. And the Ministers have had to reply. I will not go into details. I only bring it to his notice how this happens. And the glaring example of this, which has come to the notice of the Minister now, is the Kanpur racket, into which he has ordered a CBI enquiry. The money involved in this racket, according to press reports, is about Rs. 5 crores. This is about one centre — Kanpur. Now you can imagine what happens in Delhi, Calcutta, Bombay and Madras. I have myself complained so many times in writ-

ing that on my phone. I hear coal being sold from Dhanbad to Chandigarh. And this call goes on for half an hour or so what will be the price, how it will be sold, how they will take the wagons and all those details.

About services, if you dial 197, 199 or 174, you will get some noise. These may be service calls; so they may not be charged, but when you want to contact Mr. Vijay Patil, you get Mr. Makwana. You do not want to talk to Mr. Makwana but you have to pay for two calls — one for Mr. Makwana and one for Mr. Patil. With the high rate of each call, poor Pratibha Singh has to pay for two calls.

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS: (SHRI YOGENDRA MAKWANA) : Why do you discriminate against me?

SHRIMATI PRATIBHA SINGH: The poor subscribers are having a very difficult time. If you complain after ringing three or four times to the operators, they are at times every angry, they are at times very arrogant. They have their own times. You go on ringing early morning, they will not answer. In the summer season, between two and four o'clock, you cannot get them. Late night you cannot get them. So what to do? Can something be done to improve the working standards? Some way may be found out.

Then, Sir, there is the problem of parallel lines. When you try to ring up, you sometimes feel that there is a parallel line; there are some sounds. Then there is the havoc caused by the rain in the lines. So these are the various faults which have to be looked into. As regards achievements, we are all for praise. Sir, you will give me a little more time. I shall try to finish quickly.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): I have not rung the bell as yet.

SHRIMATI PRATIBHA SINGH : I thought you will ring the bell. I am very afraid of the bell.



THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): I thought you are finishing.

SHRIMATI PRATIBHA SINGH : No, Sir. Then, Sir, about the new lines, I want to say something. With the old lines, suppose I want to speak from Patna to Sitamarhi, which is my district and home place, I can never get the call unless I wait for four days. That is the situation. And if there is an urgency, somebody is ill in the house, I cannot communicate with them. So on paper the whole chart and plan is there. But the important thing is what is done in execution and implementation. What are the drawbacks? What are the loopholes? Now time has come when the results have to be seen, not the planning on paper. The new writing system has to be developed, change in the operations in the machine room has to be brought about and how to stop the theft of copper wires has to be looked into. In this connection, I would like to say that the crossbar system is defective because when it was brought into this country, it was meant for 6 to 8 calls per hour by one subscriber. Now, one subscriber has fifty to sixty calls per hour sometimes and naturally the system which is meant for such a limited number of calls cannot cope with such a large number and defects would be there.

Then, how to eliminate metering faults, especially in STD? This is a great problem and I think most of the Members have got the STD disconnected from their telephones. In one year alone the number of telephone complaints was, as given in Parliament by Mr. Patil, 21,82,635. This is bound to be there unless the whole thing is changed. This can only be removed if Mr. Stephen brings in real good, new planning. If we compare our country with other countries, India has only six phones per thousand but in Algeria there are 22 per thousand, Brazil 51 per thousand, in Iran, a small country, there are 22 per thousand, in Mexico there are 66 per thousand, in Canada there are 654 per thousand and the highest as in America — 791 per thousand. So, Sir, in this con-

nection I would like to place it before the hon. Minister that we should go through the report of the high level Sarin Committee on Telecommunications which has recommended two things. Firstly he has recommended that we should establish two more factories to manufacture electronic exchanges and, secondly, that India should go in for digital technology, bypassing the intermediate analogue technology. Obviously the Sarin Committee has confidence on our technical and managerial competence.

Sir, recently I saw in the newspapers that there is a French offer to provide the latest digital telephone switch technology — the F-10B digital system — and this is the latest which will cope with the requirements of the country.

Sir, telephone is not a luxury. That is why I am taking so much time. It is a necessity in today's world. If you want to develop your commerce in the international world, you need telephone. In the national world you need telephone. If you want to develop your rural industry, you need telephone. For every activity you need it because with the rising prices of petrol and everything, it is not possible to communicate with people by going round.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): Please conclude.

THE DEPUTY MINISTER IN THE DEPARTMENT OF PARLIAMENTARY AFFAIRS (SHRI KALP NATH RAI): Very good speech.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): I have been indulgent.

SHRIMATI PRATIBHA SINGH : That is not the problem. The problem is of time.

SHRI KALP NATH RAI : We have got much time at our command. Go on, Speak.

SHRIMATI PRATIBHA SINGH: Just one or two more points, Sir.

SHRI KALP NATH RAI : Let her speak fully.

श्री शिव चन्द्र झा : इनकी बात सुन लेने दीजिये. . . . (व्यवधान)

श्री अनंती प्रतिभा सिंह : मैंने कहा है कि पटना से सीतामढ़ी बात नहीं कर सकते हैं और पटना से दरभंगा भी बात नहीं कर सकते हैं। आपके घर भी बात नहीं कर सकते हैं।

Then, Sir, coming to the expenditure side, you need more money for doing all this. You may say that in the total budget you have to see to the priorities and therefore you cannot get the money required to change the wiring system, to get the digital system, the radio system and all that. Of course, you can get more money because the country is on a developing path but, besides that, in the expenditure also you can revise your rules like other people have done. You see the burden on the employees and according to that you raise the standard and don't just go on recruiting a large number. Only the number is not necessary; the quality is also necessary. In your Department, besides quantity, quality is important. Therefore, I feel that you will go into the recruitment rules and see that they are proper and the working conditions are better. The employees should have certain professional requirements so that the whole machinery works in a better way. While looking into these things, you have to see that bogus purchases worth crores of rupees which are made by the Department are stopped, wherever they are there. The stocks have to be checked up. You can bring in computers which can go through the stock registers and other things. Then the working will be more efficient. Asiad is coming. You will have a large number of people in Delhi. You have to tackle this great problem. What are you going to do about it? You have invited people from different countries. When they were in Japan or some other country, they saw certain arrangements. You will have

to cope with it and maintain the same standards. For that, the telephone instrument is the most important.

In the end, I would like to say that, while I have pointed out these things, I also appreciate the amount of stress that the three Ministers, Mr. Stephen, Mr. Makwana and Mr. Patil, have to go through because all the time whenever there is anything about the telephones we just curse the Minister and nobody else. We know that it is a thankless job. I thank them for whatever they are doing and I do hope that with their stature, Mr. Stephen with his stature, will improve the whole working and next time we will not have the same complaints which we are making today.

Thank you.

उत्सभाध्यक्ष (श्री दिनेश गोस्वामी) : श्री लाखन सिंह। आपका 15 मिनट का समय है।

श्री लाखन सिंह (उत्तर प्रदेश) : उत्सभाध्यक्ष महोदय, मंचार मंत्रालय के कार्यकरण पर हम चर्चा कर रहे हैं। (व्यवधान)

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI) : Order please. You continue.

श्री लाखन सिंह : जैसा कि पिछले दो वर्षों में होता रहा है, बजट आने से पहले कोई न कोई मंत्रालय अपने विभाग में कीमतें बढ़ा लेता है। इस बार भी हमारी कम्युनिकेशन मिनिस्ट्री ने केन्द्रीय बजट आने से पहले डाक-तार और टेलीफोन की दरों में बढ़ोतरी की और जो कमी रह गई थी वह केन्द्रीय बजट में पूरी कर ली। कुल मिलाकर जो बढ़ोतरी हुई वह 125 प्रतिशत हुई है। महोदय, जैसा कि सर्वोद्दिष्ट है, हमारा देश बहुत बड़ा है। यहां 68 करोड़

[श्री लाखन सिंह]

की आबादी है और यहां 5 लाख 96 हजार गांव हैं। इन गांवों में केवल 1.24 लाख डाकखाने हैं। गांवों में जो डाकखाने चल रहे हैं, उनके चलने की जो हालत है वह कही भी नहीं जा सकती और उसके बारे में कहे बगैर रहा भी नहीं जा सकता। उनको चलाने वालों को बहुत कम जदूरी मिलती है। इसलिये वे कुछ समय इसमें लगाते हैं और बाकी समय में दुकानें लगाते हैं। इन डाकखानों में जो छोटी बचत की बात है, तो बेचारे गांव वालों को पता ही नहीं चलता कि जो पैसा उन्होंने जमा किया वह कहाँ चला गया। अगर उनका पैसा यहां जमा होता है और ग्रामीण अगर यह चाहे कि उस पैसे को डाकखाने से निकाल कर किसी काम में लगा दें तो कई वर्षों तक उसको यह पैसा मिलता नहीं है। इस प्रकार की ग्रामीण क्षेत्र में व्यवस्था है। मैं आपके माध्यम से माननीय मंत्री जी से कहना चाहता हूँ कि हर चार गांव पर एक डाकखाना है लेकिन जहां चार गांव से भी अधिक पर भी डाकखाना नहीं है। हमारे पहाड़ों में जम्मू काश्मीर से ले कर आसम के पहाड़ों तक एक गांव में कहीं एक घर होगा तो दूसरा घर कहीं दूर होगा तो वह गांव ही कलायेगा। ऐसे स्थान पर क्या व्यवस्था की जा सकती है इसके बारे में कोई विचार नहीं हुआ। अभी हमारे माननीय सांसद ट्रेजरी बेचेंज में बैठे हुए बोल रहे थे कि विदेशों में भी दरें बहुत ऊंची हैं और हमारे देश में बहुत कम हैं उनकी तुलना में लेकिन उन्होंने यह भी नहीं बताया कि विदेशों में सेवा भी सुलभ है, शीघ्र है, अच्छी है इस सेवा के मुकाबले में। उनके द्वारा यह भी बताया गया कि अपने देश में गरीबी की रेखा के नीचे 50% लोग रहते हैं ऐसी स्थिति में

विदेशों से तुलना करने की आवश्यकता नहीं है। आज तो देखना होगा अपनी धरती को गांव को और शहरों को, नगरों को। तो मैं यह कह रहा था कि जहां डाकखाने नहीं हैं वहां मोबाइल डाकखाने चलाए जाएं ताकि ग्रामीण जनता की सेवा हो सके मैंने पिछली बार लखनऊ से कुछ पत्र भेजे पिथौरागढ़। सात दिन के बाद मैं पिथौरागढ़ पहुंचा लेकिन वे पत्र नहीं पहुंचे। इसी वर्ष मैंने टेलीग्राम भेजा कि मैं पिथौरागढ़ के दौरे पर आ रहा हूँ मैं पहुंच गया लेकिन टेलीग्राम नहीं पहुंचा। यह तो आपके डाक तार विभाग की कार्यकुशलता का प्रमाण है जो मैं बता रहा हूँ। अब आता हूँ मैं टेलीफोन की तरफ कि टेलीफोन की क्या हालत है। मैं हलद्वानी में रहता हूँ। मैंने कई बार मंत्री जी को शिकायत दी कि हलद्वानी के टेलीफोन केन्द्र में 15 साल से ताबदले नहीं हुए। पहाड़ी क्षेत्रों में लोग इस प्रकार बैठे हैं कि जैसे उनकी मोनाकी है। जब तबादला नहीं होता तो बड़े बड़े सेठ साहूकारों से उन्होंने सम्बन्ध बना लिये हैं। एक दिन मैं बैठा हुआ था लखनऊ के लिए चार घंटे तक टंक काल नहीं मिला। एक सेठ जी बोले आप मैम्बर आफ पाछलयामेंट हो और मैं बिजनैसमैन हूँ लाइये मैं मिला देता हूँ। उसने चोगा उठाया हैलो कहा, कोड नम्बर कोट किया और दो मिनट में काल मिल गया। मैंने मंत्री जी को शिकायत की कि हमारे नैनीताल में पांच पांच घंटे तक काल नहीं मिलती जबकि मैंने टंक काल बुक किया उस समय 10 काल थीं आखिर शाम के तीन बजे मुझे अपनी बुकिंग कंसिल करनी पड़ी। उसकी जांच के लिए मैंने लिखा कि सेठ साहूकारों बिजनैसमैन की आर्डिनेरी कलज दो मिनट में कैसे मिल जाती हैं लेकिन आज तक जो मेरी कम्प्लेंट्स थी उसकी कोई जांच नहीं हुई, आज तक मुझे कोई

जानकारी नहीं मिली पहाड़ी क्षेत्रों में हालत बहुत खराब है । हलद्वानी में पिछले वर्ष से एक माइक्रोवेव टावर बनाने की बात चल रही थी कि 100 मीटर ऊंचा माइक्रोवेव टावर बनेगा । नैनीताल में एक विशेष टाइप का टेलीफोन एक्सचेंज बनने वाला था उसका शुभारम्भ नहीं हुआ शायद वह ऐसा टेलीफोन एक्सचेंज है जो नैनीताल में बनाने की बात चल रही है वैसा हिन्दुस्तान में पहली बार टेलीफोन एक्सचेंज बनेगा । वैसे तो हम स्पेस टेक्नोलोजी की बात करते हैं हम सेटेलाइट की बात करते हैं लेकिन जो इनसेट 1ए आज पृथ्वी के चक्कर लगा रहा है उसके लिए मैं देश के वैज्ञानिक को, टेक्नोलॉजिस्ट को और इंजीनियर्स को बधाई देना चाहता हूं । उन्होंने भी स्पेस साइंस में इस देश के पीछे नहीं रखा लेकिन हमारे जो अन्दर की व्यवस्था है वह गड़बड़ा गई है, खराब हो रही है और उनका आपस में कोई इंटरैक्ट कोऑर्डिनेशन नहीं है ताकि काम को सरअंजाम दिया जा सके । हमारे देश में एक हजार व्यक्तियों पर चार टेलीफोन हैं । मैं यहां पर अन्य विकासशील देशों के बारे में उदाहरण देना चाहूंगा । भारत में प्रति एक हजार चार टेलीफोन हैं, ब्राजील में 52 फोन प्रति हजार पर व्यक्ति है, अल्जीरिया में 22 हैं, ईरान में 21 हैं, मैक्सिको में 64 हैं, घाना में 6, श्रीलंका में 6, कीनिया में चार टेलीफोन प्रति हजार व्यक्ति पर हैं । इस प्रकार इतने बड़े देश में एक हजार व्यक्ति पर चार टेलीफोन हैं । अभी तक टेलीफोन कनेक्शन की संख्या में भी ज्यादा वृद्धि नहीं हुई है तो इस प्रकार से हम देश के विकास और उत्थान में टेलीफोन कम्युनिकेशन का योगदान ले सकते हैं । वास्तव में यह एक ऐसा महत्वपूर्ण महकमा है कि इससे देश के विकास में चार चांद लग सकते हैं लेकिन इसकी दुर्गवस्था

के कारण, इसमें जो व्यापक कवरेज है, भ्रष्टाचार है, दुराचार है, उसके कारण सारी की सारी मशीनरी चरमरा गयी है । कोई काम करने को तैयार नहीं हैं और टेलीफोन एक्सचेंज में यह हालत हो गयी है कि आधे घंटे तक चोंगा उठाकर बैठे रहिये कोई रिस्पोंस नहीं मिलता है । कुछ कहा जाय तो कहने लगते हैं साहब हमारी सेवा से संतुष्ट नहीं हैं तो टेलीफोन कटवा लीजिए तो एक बार तो मैंने पत्र लिखकर तैयार करवा दिया कि मंत्री जी को लिख दूं कि टेलीफोन कटवा दीजिए, इसकी कोई आवश्यकता नहीं है । अगर टेलीफोन दिया है तो इसलिए दिया है कि जनता की सेवा करें । अगर कहीं आग लग जाय, डकैती पड़ जाय और हम टेलीफोन उठायें आधे घंटे तक हैलो हैलो करते रहें और उसका कोई जवाब नहीं मिलता हैं फिर ऐसे टेलीफोन लगाने से क्या लाभ । इसी के साथ मैं मंत्री जी को एक बात कहना चाहता हूं कि मेम्बर आफ पार्लियामेंट ही इस टेलीफोन सेवा से सबसे ज्यादा दुखी हैं । जो हमें लोकल काल्स मिलते हैं वे पता नहीं उसका क्या हो जाते हैं । इसलिए लोकल काल्स भी बढ़ायी जाय और इन लोकल काल्स की परिधि में अगर ट्रंक काल भी होते हैं तो उनकी भी सुविधा एम पी को दी जाय ।

मैं अपने पहाड़ी क्षेत्रों के लिए बात कर रहा था कि वहां हिमालय में माइक्रोवेव सिस्टम का जाल बिछाना चाहिए क्योंकि बरसात में वहां अधिक पानी बरसने से लैण्ड स्लाइड होते हैं, पेड़ गिरते हैं, पहाड़ टूटते हैं इससे लाइनें डैमेज होती हैं । फिर जाइं में बर्फ पड़ती है बर्फ पड़ने से टेलीफोन लाइनें खराब हो जाती हैं इसलिए मैंने पिछली बार कहा था, लिखकर भी भेजा था मन्त्री महोदय को

[श्री लाखन सिंह]

कि सारे हिमालय में जम्मू काश्मीर से लेकर आसाम तक उन क्षेत्रों में जो पहाड़ी क्षेत्र हैं माईक्रोवेव और स्पेस टेक्नालाजी जो आपने डेवलप की है, उसके माध्यम से संचार व्यवस्था की नयी तकनीकी बनाकर सारे देश को संचार से जोड़ सकें और देश के विकास में अपना योगदान दे सकें तो एक बहुत अच्छी बात होगी।

महोदय, जहां तक डाक तार विभाग और टेलीफोन विभाग के कर्मचारियों का प्रश्न है, उसकी भी अपनी समस्या है। उनको आवास नहीं मिलता है, रहने की बहुत बड़ी समस्या है। मंत्रालय को चाहिए कि अपने टेलीफोन और तार विभाग के कर्मचारियों के लिए आवास की व्यवस्था करें। अभी हमारे माननीय झा जी बोल रहे थे कि पहले डाकतार के कर्मचारियों का बड़ा बड़ा रोब दाब रहता था उसकी वर्दी होती है, सिर पर टोपी होती थी, लगता था कि कोई व्यक्ति आ रहा है लेकिन आज तो पता नहीं चलता कि कौन व्यक्ति आ रहा है। उनको आजकल कपड़ा नहीं मिलता उनके बच्चों की पढ़ाई लिखाई शिक्षा दीक्षा का प्रबन्ध नहीं है। ऐसे ही जो डाक के लोग रेलों में चलते हैं या अन्य प्रकार के कर्मचारी होते हैं उनको सुविधा नहीं मिलती है। तो उनकी समस्याओं की ओर आपका ध्यान जाना चाहिए ताकि उनकी कार्यकुशलता बढ़ सके। जब तक उनकी कार्यकुशलता नहीं बढ़ेगी तब तक मैं समझता हूँ कि जो व्यवस्था हम बना रहे हैं यह व्यवस्था कारगर नहीं हो सकती। इसके साथ मैं यह भी कहना चाहता हूँ कि सरीन कमेटी ने जो अपनी सिफारिशें दी है उन सिफारिशों के आधार पर आपने कोई कदम उठाया है कि नहीं। यह अपने आप में एक

सत्य है कि डाकखाने में जो बचत योजनाएं चालू की जाती हैं या चल रही हैं, यह एक बहुत बड़ा काम है। इसके बारे में कई कमीशन बैठे। सभी कमीशनों के सिफारिशों दी हैं कि इसको अलग कर दिया जाय। नेशनल सेविंग आर्गेनाइजेशन का एक अलग डिपार्टमेंट होना चाहिए भले ही यह डाक तार वाले चलायें या कोई चलाये। यह एक बहुत बड़ा काम है। मैं समझता हूँ कि देश में जितनी भी बचत हुई है उस बचत में एल आई सी से पहले इसका नम्बर हैं। सबसे अधिक पैसा इकट्ठा करके, गांव गांव से, घर घर से, गरीबों से एक एक पैसा जोड़ जोड़ करके नेशनल सेविंग बैंक वाले आपसे देते हैं लेकिन ये जो कर्मचारी कार्यरत हैं उनके लिए कोई सुविधा नहीं है, कोई सेवा शर्त अच्छी नहीं है इसलिए इस ओर भी आपको ध्यान देना बहुत आवश्यक है। जहां तक नयी लाइनों की बात है। आज भी मानव चलित टेलीफोन एक्सचेंज चल रहे हैं अभी तक उनको ऑटोमैटिक नहीं बना सके हैं। बहुत से हमारे माननीय सदस्यों ने कहा कि जो पुरानी तकनीकी है वही क्रॉसबार सिस्टम चल रहा है। हम आज नये युग में पहुंच गये हैं, स्पेस युग में पहुंच गये हैं लेकिन आज भी उस सिस्टम को बदल नहीं सके हैं? साधारण काल्स हो चाहे ट्रंक काल्ज मिलाइये या कहिए कि अर्जेंट ट्रंककाल या नो-डिले काल मिलाये, कोई फर्क नहीं पड़ता है। यह जो करप्शन की बात कही गई है, तो भ्रष्टाचार टेलीफोन एक्सचेंज में पनप रहा है, मुझे ऐसे भी केस मालूम है कि फलों व्यापारियों की जहां कलकत्ता से बातचीत शाम को छह बजे होगी तो सारे काल उस समय के डेड कर दिये जाते हैं, उस समय नहीं मिलाए जाते हैं और लाला से सब तय हो जाता है, सरकार

को कोई पैसा नहीं मिलता है। शाम को टेलीफोन के लोग जाकर के पैसा वसूल लेते हैं। इस प्रकार की जांच के के लिए आपके पास कोई एजेंसी नहीं है।

श्री श्री गोविंदराव शिंदे :

बहुत से संसद सदस्यों को इसका भी अनुभव होगा कि उनके टेलीफोन नहीं मिलते हैं और जिनका महावारी बंधी हुई हुई है व्यापारियों की और मिल-मालिकों की, उनके टेलीफोन मिल जाते हैं, लाइट-निंग काल के मुकाबले में मिलते हैं और हमें तो टेलीफोन इसलिए दिये गए हैं कि हम जनता की सेवा करें। मुझे याद है कि शुरू-शुरू में जब मैं मेम्बर पार्लियामेंट होकर के आया तो मैंने कहा कि हमारा टेलीफोन क्यों नहीं मिलता है, आपरेटर को पता नहीं था कि हम मेम्बर पार्लियामेंट हो गये हैं। उसने कहा कि देखो जी पहले मैं उन लोगों का टेलीफोन मिलाऊंगा जो मुझे कुछ देते हैं, आप क्या दोगे ? इस प्रकार से पूरे देश में गड़बड़ चल रही है सरकार के व्यवहार में और हम कहते हैं कि तरक्की कर रहे हैं और आगे बढ़ रहे हैं, मैं समझता हूं कि नहीं हम आगे नहीं, पीछे हट रहे हैं। यह भ्रष्टाचार का मामला है।

श्री

मैं उन कर्मचारियों को दोष नहीं देता, यह सभी का दोष होगा। लेकिन जिनका तबादला होना चाहिए, पन्द्रह साल से टेलीफोन आपरेटर बैठे हुए हैं। मैंने कई बार लिखा भी है, परन्तु फिर भी पंद्रह साल से लोग एक जगह पर बैठे हुए हैं उनका तबादला क्यों नहीं होता ? यदि आप व्यवस्था को दुरुस्त बनाना चाहते हैं, तो तबादले की जो आपकी व्यवस्था है, उसके अनुसार तबादले होने चाहिए। हल्दवानी में आज भी ये पन्द्रह साल से बैठे हैं कुछ इससे भी ज्यादा समय से

बैठे हुए हैं, जहां मैं चाहता हूं। बहुत से स्थान ऐसे हैं कि जहां पर लोगों ने अपने टेलीफोन कटवा दिये हैं क्योंकि टेलीफोन विभाग की सेवाएं अच्छी नहीं हैं। इसलिए मंत्री महोदय से मेरा निवेदन है कि जिस प्रकार की प्रणाली यह चलाना चाहते हैं, इसी छ समुन्नत करिए, इंटेग्रेटेड करिए, कुछ ऐसी योजना राष्ट्रीय प्रकार की बनाएं जिसके माध्यम से हम देश की कुछ सेवा कर सकें, विस्तृत देश को आगे बढ़ा सकें। हमारे इंजीनियरों में कुछ कमी नहीं है, टेक्नोलॉजिस्ट भी हमारे बहुत अच्छे हैं, हमारे वैज्ञानिक दुनिया में सब से अच्छे माने जाते हैं फिर भी हम पीछे क्यों जा रहे हैं, इस पर विचार करना होगा। यह बात किसी पार्टी की नहीं है, किसी व्यक्ति के लिए नहीं है। मैं अपने देश की बात कहता हूं।

उत्तराध्यक्ष (श्री दिनेश गोस्वामी) :

अब आप समाप्त कीजिए।

श्री लखन सिंह : इसलिए आपसे अनुरोध है कि इस सभ्यन्ध में अभी कोई सुव्यवस्थित इंटेग्रेटेड समुन्नत योजना बनाएँ कि आपकी दूर संचार व्यवस्था ठीक हो सके। धन्यवाद।

SHRI K. L. N. PRASAD (Andhra Pradesh) : Sir, we are today discussing the functioning of the Communication Ministry which is indeed a very important Ministry. We have today Mr C. M. Stephen and Mr. Makwana heading this Ministry. All of us are aware that Mr. Stephen is a dynamic leader, a great labour leader, enjoying the confidence of the people. All of us are well aware that the country's development, either industrial or agricultural or cultural, depends on the efficient functioning of this Ministry. Today our postal system as well as the telecommunication system have been together under this Ministry. As far as the postal system is concerned, although there have been some complaints hear and there, and there are some severe complaints as far as Money Orders and

[Shri K. L. N. Prasad]

other things are concerned, as far as delivery of letters is concerned, in a vast country like this, I must say, this Department is functioning most efficiently when compared with many of the so-called developed countries. The system here is more or less perfect. Therefore, I take this opportunity to compliment the Ministers concerned, the officials concerned and all the people working in their Department.

As far as the telegraphic system is concerned, I must say that it is working satisfactorily. The whole trouble comes when we think of the telephone system. The statistics reveal that we have only four telephones for every 1,000 of our population. However small that number is, I will be personally happy if at least those four telephones are run efficiently and render good service to the people and thereby help the country to progress. No doubt, during the last 35 years after Independence, our country has made considerable progress in the sphere of telecommunication. We have expanded this system to an appreciable extent and particularly during the last few years the STD facilities have been extended to not only all the State capitals, but also to many of the small towns in the country. But again the question arises how these telephone lines or the STD lines are functioning. If they are not functioning properly, what are the reasons? Are we to blame the human beings who work in the Department? Or, are we to blame the mechanism that is in operation? It is a matter to be decided by technical experts. But as a subscriber, as a user, my experience has been regrettable. Unfortunately the dynamism of our leaders, particularly that of Mr. Stephen, has not percolated down to his Department and to the functioning of the Department under him. The reasons could be many. I am not blaming the Minister nor any particular official. But why is this happening? Newspapers and magazines are publishing articles after articles giving details of how things are happening. Either it is wrong number of not getting con-

nections at all. We have the STD facilities connecting all the State capitals. But how many times do we succeed in getting the line or through? You can thank your stars if you get the line or probably the planetary position of that day will be such that you will be successful in getting the line. Why do they continue like this? What are the remedial measures the Government is thinking or taking or, what are the measures they have already taken? We are experts in appointing committees after committees. But to what extent do we implement the recommendations of these committees? This is a matter which should be considered. There is the Sarin Committee report. We have to go into it. I am sure the Minister and others will do the needful. But I do not see any intention of rectifying mistakes or the desire to see that the telephone system works properly. I would like to give here one or two examples. The Minister is aware of them. In fact, I had brought it to the notice of the Minister and I have troubled him more than once. Once I was away from this country for about two months and my telephone was locked. It had been kept in a room which was also locked. After I came back, what I received was a bill for five thousand rupees or six thousand rupees. I can understand if it was tampered with by somebody or meddled with by somebody. But the room was locked and the lock was also intact and there is absolutely no possibility of anybody entering that room and meddling with the telephone and doing anything of that sort. But the fact remains that the bill was sent to me and I received the disconnection notice also. Then I took it up with the Minister — I brought it to his notice — and I explained to him and he was kind enough to send it to the Department and, after waiting for three months or four months, I got a letter from the General Manager, Telephones, saying that they had gone into the matter, that their records were correct, that no tampering had been done, that nothing of that sort had been done, but they would like to give 686 calls or 856 calls to my credit and so on and so forth. I do not know how they had

arrived at the figure of 656 calls or 856 calls and on what basis they had calculated that, I do not know how they could have arrived at that figure if their records were correct and if the machine was tempered with and if the machine they were using say, a computer, was showing the correct a computer, I do not know. Anyway, what could I do? I had no alternative but to pay the bill although I know that I have not used the phone to that extent because I was abroad. But I have to pay because, after all, it is our country and it is our Department and it is O.K. and we can reconcile ourselves to this situation to some extent.

Now, I will give another example: to show how the telephone is being misused even by the people working in the Department itself. One day I received a call at my residence. The telephone was at my bedside. It was at about 3.00 A.M. I got a call from Vijaywada asking for a domestic servant of mine who was in Delhi then. I thought that something must have happened, that his father or somebody else might have fallen ill or something must have happened. Then I called the man and he attended the phone and he went on talking. After sometime, I became very curious and wanted to know what the matter was because he was talking for such a long time. I asked him what it was about. He said that it was his brother's call. I wondered how he could afford to do that and what the urgency was to make a call at 3.00 A.M. My sleep was also disturbed. He said that there was somebody working in the Department itself as the Telephone Operator and his duty commenced exactly at that hour and, therefore, he got this call at that time! This is the state of affairs prevailing in the Department.

**DR. MALCOLM S. ADISESHIAH**  
(Nominated): We cannot hear you at all.  
(Interruption) We are not hearing you at all.

**SHRI K. L. N. PRASAD:** This is the state of affairs prevailing in this Department. Yet I am not saying all these things only with a view to complaining. Pro-

bably some of these things do happen everywhere and I am not trying to find fault with anybody on a particular issue. If the general functioning of the Department is quite good and happy, we do not bother about other things and we do not bother about paying. But, as I said earlier, there may be some lapses in the Department. They should be looked into. As a matter of fact, I complimented the Postal Department because, as far as the delivery of letters is concerned, as far as this Department is concerned, I must say it is most satisfactory and this has been told to me by several other friends of mine living in the other countries. So, the postal system in our country is really good. In the United States, which is supposed to be the most developed country in the world, if you post a letter from Chicago to New York, sometimes it takes four or five days or even six days to reach its destination. At least here in India from Madras to Delhi, you get the letters the very next day. So, to that extent I am very happy. But, as far as the telephone side is concerned, you can go on revealing such instances endlessly. The magazine, "The Illustrated Weekly" has published an article sometimes ago—and I am sure most of you must have gone through that—revealing how the STD calls could be misused. How could the rental bill go to somebody else? I use the telephone and the Department sends the rental bill to Shri Dinesh Goswami or somebody else. This kind of thing is happening. Not only in Delhi but in other places also, it is happening. Delhi being the national capital, I would like to put more emphasis on it than other places. In the national capital, if you just ring up 180, you do not get the answer. You dial 199 to get some assistance for some other number, you do not get the response. And if you book a trunk call and if it delayed—Members of Parliament are told that they can, in case of delay, contact some number for assistance and we telephone that number and some assistant will be there, and again, it depends on the whims and fancies of the person sitting there whether you get that call or not

We have another service called the 'Lightening Service'. In fact, in one of



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the Advisory Committee meetings at Hyderabad, I made a complaint to the General Manager, Tele-communications, some time ago. Once I was disgusted. I booked a number of urgent calls to a particular place but I did not get them. I wanted to speak then to that particular person urgently—I booked a 'Lightening Call' paying perhaps 8-10 times, more than the usual tariff. That call also did not materialise from morning till evening. This is called the 'Lightening Call'. Wherefrom they got this word 'lightening' I do not know. The concept of 'lightening' also will have to be changed hereafter after it is being adopted by our Department.

Another thing: When we make an STD call, as I said, one should be luckier... (Time bell rings) Another two minutes. You get the call. There are so many interruptions. The line gets disconnected. After that again if you dial, it takes a hell of time. Whether you get it or not depends upon your luck. There is some mechanical mistake. I do not blame anybody for it. But mechanical mistakes are happening so often with every subscriber day in and day out, and the necessary rectification is not taking place in spite of so many complaints and the Press writing about it. Some people blame some systems. I am not a technical man to go into these matters to give advice. I am only a user of the telephone. And when we go abroad, to Europe or the United States or some other country, we can dial from those countries to any country, any remote place in any country, except India. I do not know why that is not possible. We have a connection from London to Delhi and Bombay. But it rarely works. The STD facility has been expanded, no doubt, tremendously during the last two or three years but the functioning is the same everywhere. So I would like to make an appeal to the hon. Minister and others to take up this matter very seriously and go into it. If you want, you can 5 P.M. take the help of the technical people and invite technical people from outside, if you want. It is not that we lack technical people. Our scientists and engineers are

most intelligent compared with anybody in the world. But there is something lacking somewhere. So, I would request him to go into this matter. There is a proposal. I have read some newspaper item somewhere suggesting that the tele-communications should be separated from the P & T. Department. I think it is a good idea. It is better to decentralise its functions so that there is some possibility of its becoming more effective and efficient. So, I have said enough on the telephones. I would like to say another thing. If you want a telephone today, you will have to wait endlessly; for how long, God alone knows. There are some priority sectors. Even in priority sectors, we are not able to get a telephone in time. How long can we continue like this? What happens to the progress of the country? How can the industry develop? How can the trade develop? How can the commerce develop in this country at this rate? After all, telephone is not luxury. It is a necessity of life. You cannot sleep without it and you cannot sleep with it also. Sometimes, that has been the state of affairs. So, in any case if you have to catch up with the other developed countries, if you have to improve your general economy and if you have to have some progress in any field of activity, a telephone is a necessity today and no longer it is a luxury. If necessary, you can import the required technology, machines and other things and see to it that the telephone connections are given more freely to the people who would like to have them. If the statistics are correct, we have four telephones for every 1000 people. We have to feel sorry for this state of affairs. I do admit that ours is a country with a large population of nearly 700 million people. Ours is a vast country and a country of distances. It is all the more reason that we will have to have more and more telephones and a better telecommunications system. We will have to pay greater attention to it. Maybe we have to allot more money in our budget. If we do not have enough money, let us go to the World Bank or the I.M.F. After all, we have been borrowing money. Let us borrow something more and improve it.

THE VICE- CHAIRMAN (SHRI DINESH GOSWAMI): Please conclude now.

SHRI K. L. N. PRASAD: Sir, with these observations, I would request the Ministry to do their best to improve this Department and see to it that at least in the next two or three years, the present waiting list does not exist. Thank you very much.

SHRI R. RAMAKRISHNAN (Tamil Nadu): Mr. Vice-Chairman, Sir, in this jet age and space age, the communications have assumed a far greater importance and it is only right that this House has taken up the discussion of this Ministry in this very short session. Sir, the Ministry of Communications which comprises both the communications and Posts and Telegraphs, is a much-maligned, much-misunderstood and a much-criticised Ministry. Sir, I am no admirer of Mr. Stephen. After the last few years, I have had practical experience of this Ministry and I have come to the conclusion that it is not Mr. Stephen alone who is responsible for whatever is going on in this Ministry or what is going on with the Communications Department. Therefore, at the outset, I would tell Mr. Stephen that though there may not be any cause for being complacent, I would not put all the blames on him alone. Sir, the British gave us—of course, we fought for it—our independence, the Westminster type of democracy. They gave us a beautiful railway administration and system. And they gave us a good judicial system though some people are trying to tamper with it. And the last but not the least of the best things they gave us is this postal and telegraph system. It is how we improve on it, how we try to manage it over a period of years thereby we can try to keep up with the advances which have taken place all over, and also render efficient consumer service. One should not forget, Sir, that this is a Department where every day contact with the public, with the citizens of this country, both high and mighty, both rich and poor, both urban and rural, comes into effect. Therefore, it is very important that there should be a good PR orientation to this Department. I feel that the

Communications Minister should take the suggestion very seriously so that the image of this Department can be better than what it is. All the speakers before me have referred to the usual complaints about non-working of the telephones, delay in trunk calls and all these things. But before I come into the details and also join in the chorus, I would like to deal first with the better working Department of this Ministry, namely the Postal Department. Though, according to the financial review, this is the Department which incurs more losses, actually, Sir, the Postal Department, in the last two years has been incurring losses. And I find that they are going to incur as much as Rs. 125 crores in 1981-82, and this year it may be much more and various reasons have been stated for it. And I am very happy to note that they have launched an in-depth study into the working of this Department. But all said and done, I think, the Indian Postal Department really deserves some praise, taking into account that they are handling crores of mail and also performing various other functions, for the fairly efficient manner by and large in which they are functioning. And, therefore, I would like to pay a compliment to Mr. Stephen and his staff as far as the Postal Department is concerned. But, Sir, the poor man's means of communication is the post card and if he wants a little bit of privacy the inland letter card. And it is rather unfortunate that Mr. Stephen, despite his towering personality and also his weight with his Cabinet colleagues, he has not been able to persuade Mr. Pranab Mukherjee to drop that increase in the tariff on the inland post card and also on the money orders. These are the two things where the poor people are involved. And I feel that though the Postal Department is incurring losses, at least, in this field some sort of subsidy should be given to the poor people.

Sir, I am very happy to note from the Report and also from actual practice that both the Post Office Savings Bank and the Postal Life Insurance under the Postal Department are doing well. I think, the Post Office Savings Bank is really a unique thing compared to our national banking system. And this is one avenue

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where a lot of deployable funds can be got from the rural people particularly, and I think that some steps are afoot for improving the working of this Department. So also, I find from the statistics that the Postal Life Insurance is becoming more and more popular. And I am very happy to note that the Postal Life Insurance is competing with our National Life Insurance Corporation of India which is not doing so well.

Sir, I have a few suggestions to make as far as the Postal Department is concerned. Formerly, we had the Express Delivery service whereby the persons used to get letters even on Sundays. This was suddenly abolished some years back on the plea that the cost of this was rather high, taking into account the revenue earned by it. But, at least, this should be re-introduced in the major metropolitan cities. In these days where there is an urgency of communication, such steps will definitely prove useful to the citizens, and this is what they can at least expect from them. And, this also will help them in a way to sort of eradicate the parallel postal services which are being run now. Though it is illegal, as you know, Sir, in most of the cities there are certain companies which are undertaking a parallel postal service where you can send a letter and it will be delivered the next day. They collect a number of letters from various business houses and they send a man, if necessary even by a plane to go and deliver them and they charge a very fat fee. In one or two instances where the department has caught hold of these people, I think the P & T Act is not stringent enough to take proper action against them and they are let off with a very minor fine which they can afford to pay. Therefore, Mr. Stephen should seriously examine this thing and if necessary amend the P&T Act to provide for more deterrent punishment so that this type of parallel postal system does not take place. Many of them take cover under the excuse that they are sending business samples which are not covered by the P&T Act. Therefore, this matter has got to be examined.

Sir, it will look as if I am flattering Mr. Stephen. But let him wait till I complete my speech. At the same time, I must give the credit where it is due.

I think that Indian philately, particularly the stamps, they are quite attractive and they are quite comparable to some of the more beautiful stamps anywhere else in the world. As a young boy I was myself a philatelist and I really admire the progress which has been made in this connection. Sir, I am only sorry to note that it is stated in the Report that the constraint of foreign exchange and the restrictions placed by the Government on foreign tours stood in the way of more effective participation in these exhibitions and of participation in a large number of exhibitions, though that is essential if sales abroad of Indian stamps are to be increased substantially. The department only participated in a small way in five international philatelic exhibitions at London, Oslo, San Marino, Rome and Essen. I think, Sir, this is too small a matter to be given an excuse. Mr. Stephen should definitely have prevailed upon Mr. Mukherjee to see that more expenditure is incurred. It projects the image of India and we should participate in these exhibitions. As you would have also noticed, Sir, unfortunately the Report came very late. If it had come earlier, we would have gone through it in detail. Some of the stamps which they have issued are really attractive and comparable to some of the best stamps in the world. And I really compliment Mr. Stephen for this.

Now, Sir, I would like to place three small demands before the Minister. I do not know whether he can concede them. But I am sure that even greater influences are at work on him. One is that a stamp should be released this year for the great Poet Laureate of India, Bharatiyar, which has already been pressed on him by the National Committee set up by the Prime Minister for this purpose. The other one, I do not know whether, but I am sure that he will concede with his political acumen, is for our late Acharya Kripalani, who passed away recently. He was a national figure and he richly deserves a stamp in his honour. One more thing which also he has been apprised of is a stamp

for that doyen among doctors in the South, when medicine had not come of age, Dr. Rangachari, who is almost a living legend among the people of Madras and South, for which I think. Mr. Venkataraman, Defence Minister, has also impressed on him. Sir, in this connection, I would request you to issue stamps this year or as early as possible for these three great people.

At the same time, Sir, something should also be done about that Philatelic Committee, where, I think certain decisions are being taken. I do not know. They used to meet once in a quarter. It should be streamlined and people should be apprised, at least Members of Parliament should be apprised, of what goes on in this Committee and how it functions.

Now, Sir, I would like to request him about popularising the zip code. The zip code or the pin code it comes very naturally to U.S. citizens and others. But in India unfortunately where we know New Delhi as one and Madras as four the zip code has still not become very popular. I find that there is an all-India PIN Code directory. When I asked for it at two or three post offices nobody was able to tell me how much it costs and where it is available. I do not know whether even the Parliament House Post Office has got it. I would like Mr. Stephen to advertise in the national newspapers frequently about the zip code of the various places so that the people can get accustomed to this PIN code business, which is very necessary and which makes their work easier. I would also like to plead with him, although I do not know whether it is purely within his domain, to abolish the fees on the radio and T.V. For one-band and two-band radio sets, they have already abolished it but nowadays bigger radio sets are not popular and I think the fees which the Government may be earning in this regard is likely to be only a few lakhs of rupees. Also, Sir, the T.V. is becoming more and more popular and abolition of fees on the T.V. sets also would have some justification, particularly when you are introducing T.V. in the rural areas in course of time. Our hon. Deputy Information Minister is also here and I hope he will plead with Mr. Stephen to totally abolish this licence fee

on radio and T.V. sets which is just a mockery.

Now, per force, I come to the bad department, which has come to be known as a bad department, the telephone department. Really it is a sad thing that there is something grossly wrong with the telephone department. In this connection, I would only like to say that Sareen Committee has been discussed freely here but there is no copy of the report of Sareen Committee laid on the table of either House and we only learn about it from the newspaper reports. I am very glad to note from the newspaper reports that Sareen Committee has been the one committee which has given its recommendations quite quickly, in a short period of time and they have submitted 7 reports. A plea has been put forward for dividing this P&T Board. I do not know whether that alone will satisfy or prove to be a remedy for what is wrong with the telephone department. I do not think as such there is anything wrong with the P&T Board itself but I am sure Mr. Stephen must be having many sleepless nights. Only yesterday I wanted to find out his personal telephone number by his bedside so that one day, late at night, I ring him up and tell him what is wrong. There is grossly wrong somewhere with this department; maybe, it is a question of inadequate infrastructure facilities which has been stated; otherwise, so many Parliamentary Committees will not be criticising it, like the Estimates Committee, the Committee on Public Undertakings and so many other such Committees. Everyone has been freely giving advice to Mr. Stephen and I am sure he must have set up some cell within his own department to find out what is wrong. I only give two instances. One is, I wrote a letter about three months back to the hon. Minister and to his Deputy Minister, and except for an interim reply as usual that my letter is being attended to, I never got the final reply. Then, another thing I want to mention is, I booked a call to the United States of America; the call was supposed to materialise at 11 O' clock; I was told that at 11 O' clock the party was not available and that they will try at 1 O' clock; then I was told that they will try at 7 O' clock. But till

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the next day I never knew what has happened to the call. I had to book a fresh call. Anyway, I wrote a letter.

The second thing which has been bandied about time and again is wrong metering of calls. I can only give him one concrete instance. I do not know whether I am just doing it as they say in my language:

**"CHEVEDAN KHATHIL SHANGU UDUUADU POLE"**

That means that if you blow a conch in a deaf man's ear, it would not be heard. Anyway, I made this charge here also. I have been allotted 168 South Avenue by the Parliament. For one year, my house was locked and nobody was living there. And this fact had been verified by the Department from the person who was occupying the lower portion, Dr. Azmi from Lok Sabha, and also from the person occupying the flat on the side. But I received a bill for Rs. 18,000 and for one year I did not receive my salary from Parliament. I wrote three letters to the Minister and of course they went through it and after examination it was said that everything was in order. Anyway, I did not get my salary for one year. By the grace of God, I can afford to donate it to the Government of India. But I would have been happier if it would have gone to Mr. Stephen's pockets. But surely, something is wrong somewhere. And I told this matter to some members of the telephone administration and asked as to why they cannot deal with it and I raised this matter when they had appeared before us when I was a member of the Committee on Public Undertakings. And I asked them that they should at least satisfy themselves and find out the truth about it. But neither I got my money back nor I came to know of the phone calls. Now, Sir, I would like to tell only one thing to Mr. Stephen. When I was the General Manager of the largest newspaper group in India, there was a person who was a junior officer in the telephone department who came to me and said that why should I pay so much money by way of telephone bills and that if I give so much money to him, he will connect the exchange board to some other line and

that I need not bother about it. As a conscientious citizen, what I should have done is, immediately, I should have caught hold of him and handed over him to law. But unfortunately, being a little sympathetic, I let him off. Why I am bringing this to his notice is because, there are a number of touts and other persons in the telephone department who go about doing this and, particularly, big racketeers and illegal book-makers are there who constantly go about doing this, who take advantage of this and this is a matter which should be investigated by him and his vigilance set-up should be alerted.

In this connection, I would like to tell Mr. Stephen that there is also a good aspect of the working of the telephone department. I am the Chairman of the largest Race Clubs in India, namely, the Madras Race Club, which controls racing in Tamil Nadu and which also takes inter-venue betting from all over India. I am very clever in the sense that I made all the telephone department people interested in horse races and the hot line never fails. All the other telephones in this country may fail. But this hot line never fails in relaying the commentary. Of course, I pay a few lakhs of rupees in terms of fees. But I am very happy, Mr. Stephen, that people get personally involved in this and this hot line never fails and this gives us greater satisfaction. And today both the Central and the State Governments earn crores of rupees as revenue from this inter-venue betting operations and the telephone department is functioning efficiently there.

**SHRIMATI RODA MISTRY (Andhra Pradesh):** It will fail in the next race season.

**SHRI R. RAMAKRISHNAN:** I hope not. Mrs. Mistry's husband is also a steward of the Race Club and she knows something about it.

Now, I would like to mention one small thing. I am very happy to note from the Report that many telex exchanges are functioning and they have been connected to many foreign countries. But in Madras, there is a waiting list for nearly two to three years and a new telex exchange is a necessity. I hope, Mr. Stephen will do something to expedite this. In this con-

nection, I would like to tell him that even statistics prove that Tamil Nadu is the second largest circle in the country for telephone connections, coming after Maharashtra and, therefore, it can go high in your order of priorities.

Sir, I would conclude, because I know I have got to relieve you. But before concluding, I would like to mention one small thing. Of course, this is a personal matter. I did not want to raise it. But I am forced to do it. This is about the Telephone Advisory Committee. Mr. Makwana is laughing. He said he will talk to Mr. Stephen. Anyway, let me mention it in the open House to Mr. Stephen. On the 20th December, 1981, the hon. Minister for Parliamentary Affairs, Mr. Bhishma Narain Singh, sent me a letter nominating me as a member of the Telephone Advisory Committee, Madras, and asking for my consent. I immediately gave it. I waited for a month. I thought, in the normal course, a notification would come from the P&T department, as has been stated by them in the letter. In the first week of February, '82, I orally asked Mr. Narasimham, Under Secretary, as to what happened. He said, the matter will be finalised shortly. Then, in the first week of March, I again orally asked him. He said, this is coming shortly. Then, I was forced to write a letter to Mr. Makwana with a copy to Mr. Stephen, who was not well at that time. He said, this is being attended to. Yesterday, I asked Mr. Makwana, what happened. He said, it is with Mr. Stephen. Now, I do not understand why five months have elapsed after the Parliamentary Affairs Minister has nominated me and why should the P&T department delay it? I do not attribute any motive to Mr. Stephen. But I am told reliably that because two Members of the Lok Sabha have not given their consent, they are waiting to do it together. Just as they do in the case of State Government representatives, why should they not issue the notification unless they want to dishonour Mr. Bhishma Narain Singh's nomination and sort of annul it in my case? I hope, they would not do that. I would request the hon. Minister to look into this.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): Yours is not the only case. There are other cases also.

SHRI R. RAMAKRISHNAN: I hope, for everybody, he will do it quickly. Finally, I would like to say that the United Nations has declared 1983 as the International Communications Year just as they declared the Physically Handicapped Year and the Year of the Child. I hope, under Mr. Stephen's guidance, the performance of the department will improve. Yesterday, for the first time, I found that there was a change in his attitude. From the days of Calcutta, when he said that if your telephone does not work, you surrender it, yesterday, he said in reply to a question in this House that if the case is sent to him, he will look into it. This means, there is a change in his attitude. Constant criticism, perhaps, has changed his attitude. It is a very happy augury and I hope, under Mr. Stephen's continued guidance, the P&T department will keep its flag flying at greater heights and I wish him all success.

THE VICE-CHAIRMAN (SHRI DINESH GOSWAMI): You have told us that you have made people in the Telephone Department interested in horse-racing. Does it mean that has made them bankrupt and they have been compelled to go in for underhand means?

SHRI R. RAMAKRISHNAN: Now I will relieve you.

[The vice-chairman Shri R. Ramakrishnan) in the Chair]

श्री हुस्मदेव नारायण यादव (बिहार) :  
उपसभाध्यक्ष महोदय, अभी डाक तार विभाग पर चर्चा चल रही है। सत्ताधारी पक्ष के जितने सदस्य उठते हैं, वे खूब सरकार की बड़ाई करते हैं, लेकिन इस संचार विभाग के टेलीफोन के तार जितने लम्बे हैं और डाक तार विभाग का जाल जितना बड़ा है, उतना ही ज्यादा आपके अन्दर गड़बड़ी भी है। और आपके गुण का कितना बखान किया जाय "हरि अनन्त हरि कथा अनन्त"।

आपके गुणों का जितना बखान यह लोग करते हैं और हर वक्त जब उनका बखान करते रहते हैं, तो सुनने में ऐसा

[श्री हुक्मदेव नारायण यादव]

लगता है कि किमी आदमी का एक डिब्बा वी पी.सी. से आया और उसमें लिखा हुआ है इसमें आंवले का मुरब्बा है, लेकिन जब डिब्बे को खोला तो उसके अन्दर से गोबर के टुकड़े निकले थे। तो आपकी प्रशंसा तो करते हैं, लेकिन शिकायत जितनी करते हैं उस आंवले के डिब्बे में गोबर के टुकड़े भरे लगते हैं। सच्ची बात तो कहनी ही पड़ती है। मैं आपसे निवेदन यह करता हूँ कि आजाद भारत में गुलाम भारत का कानून चल रहा है। अंग्रेज जो डाक तार विभाग के लिये नियमावली बना गये, कानून बना गये, उनके तहत ही आप यह चला रहे हैं। आप समाज के लिये कानून और नियमावली नहीं बनाते बल्कि नियमावली और कानून के मुताबिक इंसान को बनाने की कोशिश करते हैं और समाज को बनाने की कोशिश करते हैं। आज देश में अंग्रेज नहीं है आजाद भारत में आजाद नागरिक के लिये आजाद कानून बनना चाहिये, न कि अंग्रेजों वाला कानून रखे रहिये। ब्लैक मार्केटियर, बदमाश, चोर, डाकू, लुटेरे, कपटी लोग जो हैं, उनके लिये कोई न टप करेंगे न शेष करेंगे, लेकिन जो पार्लियामेंट के मੈम्बर हैं और विरोधी दल के लोग हैं, उनके लिये टप, शेष, सेंसर सब चालू रखेंगे। यह अंग्रेज वाले कानून को आप बदलिये, आजाद भारत में आइये और आजाद दिमाग से सोचने का काम करिये। मैं आपसे यह निवेदन करता हूँ कि जो मुफ़्फ़िसल दूर दराज गांव का एरिया है, वहां के लोगों के लिये क्या सुविधा है। यहां लोग कहते हैं कि एक हजार पर चार टेलीफोन हैं और मैं दरभंगा जिले का रहने वाला हूँ, मेरे ब्लाक में एक भी नहीं है। मेरे दरभंगा जिले के इलाके के जितने मुफ़्फ़िसल ब्लाक हैं उन ब्लाकों में कही नहीं है।

शहर में चार टेलीफोन हैं, तो दिल्ली में, बम्बई में, कलकत्ता में, लखनऊ में, और इलाहाबाद में हैं। इन बड़े नगरों, बड़े शहरों के महलों में टेलीफोन के चोंगे अपनी घंटी गीं बजा लिया करते हैं, लेकिन गांव के लोगों को तो टेलीफोन के तार भी देखने को नसीब नहीं होते हैं उनके पास में टेलीग्राम भी जाता है तो उस टेलीग्राम की कीमत भी आप बढ़ाते चले गये, लेकिन उसकी चाल को कम करते चले गये। किमी राजा के दरबार में एक घोड़ा था उस घोड़े की खुराक बढ़ती जाती थी, लेकिन उस की चाल कम होती जाती थी। तो आप इस टेलीग्राम को इस डाकतार विभाग में कीमत तो बढ़ाते चले जाते हैं, लेकिन इसकी रफ़्तार को उस अनुपात में कम करते चले जाते हैं। आप व्यवस्था करिये कि जो टेलीग्राम कोई आदमी दे, अगर एक निश्चित समय पर उसको टेलीग्राम न मिल पाये, तो आपकी जिम्मेदारी हो और उस टेलीग्राम करने वाले के पैसे को वापिस कर दीजिये। आप पैसा लेते हैं इसलिये कि समय पर खबर पहुंचा दी जाये, समय पर खबर न जाये और पैसा भी ले लीजिये तो इससे बड़ा पाकेटमारी करने का काम दूसरा नहीं हो सकता। इसलिये डाक तार विभाग हिन्दुस्तान का सबसे बड़ा पाकेटमार है और इस पाकेटमारी को सजा मिलनी चाहिये। मैं आपसे निवेदन करना चाहता हूँ कि हिन्दुस्तान के गांवों में हर पंचायत में कम से कम एक शाखा डाकघर खोलने की व्यवस्था करिये। शाखा डाकघर बनाइये जिससे लोगों को वहां काम मिल सके। मैं आपसे यह भी निवेदन करूंगा कि हमारे जितने प्रखण्ड हैं, उन प्रखण्डों में कम से कम हर ब्लाक में पांच सेन्टर्स ऐसे बनायें कि जिन पांच डाकघरों को आप टेलीफोन से जोड़ दें, जहां से

आपको सीधे सूचना मिले क्योंकि गांवों में हरिजनों पर, पिछड़े वर्ग पर, आदिवासियों पर हुए जुल्म और अत्याचार की समय पर सूचना आपको नहीं मिल पाती है। कहां से आपको सूचना मिले? अगर पांच डाकघरों पर टेलीफोन की व्यवस्था आप कर देते हैं तो आपको यह सूचना भी समय पर मिल जायेगी और सामाजिक अन्याय और अत्याचार जो गांवों में होता है उसको रोकने के लिए प्रशासन जल्दी कदम उठायेगा। इस दृष्टि से जरूरी है कि हर ब्लाक के पांच सेंटर्स को टेलीफोन से जोड़ने का कार्य करिये। पांच डाकघरों को जोड़ने का काम करिये अगर उससे भी ज्यादा जोड़ सकें तो जोड़ने का काम करिये।

मैं आपसे यह भी निवेदन करना चाहता हूं कि डाकघर जितने हैं उन डाकघरों में लघु बचत के खाते खोलने के लिये ज्यादा व्यवस्था करिये और गांव का आदमी कम से कम पैसा, थोड़ा-थोड़ा पैसा जो डाकघरों में जाकर जमा करे उसमें कोई गोलमाल न हो, इसकी भी ज्यादा जिम्मेदारी आपको लेनी होगी। उपसभाध्यक्ष महोदय, मन् '59 से लेकर जब मैं कालेज का स्टूडेंट था तब से लेकर 1967 में जब असेम्बली का मेम्बर बना, अपनी ग्राम पंचायत का मुखिया था, तो मैंने डाकघर में कुछ पैसा जमा किया था। डाकघर के पोस्ट मास्टर आये मैंने उनसे कहा कि पंचायत का रुपया उसको निकालना है कुछ काम में लगाने के लिये तो उन्होंने कहा कि विदुवावल फार्म भरो और उस फार्म पर दस्तखत करा लिये और कहा कि दरभंगा के हंड आफिस से वह पैसा निकाल लेंगे लेकिन आज तक वह पैसा मुझे नहीं मिला। मैं मुखिया की हैसियत से आपके पोस्टल सुपरिण्टेंडेंट से लड़ा, एम० एल० ए० की हैसियत से उनसे लड़ा। 1964-65 का मामला हूँ लेकिन

वह पैसा मुझे दिला नहीं पाया। यह मेरी आपबीती घटना है।

दूसरी घटना, आपके इस संसद् में जो आपका पोस्ट-ऑफिस है, यहां से मैंने फरवरी में कुछ छोटी मन्त्रियों के बीज—मैं समय पर घर नहीं जा सकता था और समय पर खेती करनी थी मैंने सोचा कि बीज यहां से लेकर अपने घर भेज दूँ। बी० पी० पी० के जरिये अपने छोटे भाई के नाम जो बीज मैंने भेजा वह बीज आज तक बीच रास्ते में ही रह गया। मेरी खेती भी मारी गयी, पैसा भी लग गया। वह बीज मैंने इसी संसद् भवन से भेजा था। शायद वह खेती आपके पोस्टल विभाग में ही लग रही है, कभी शायद उसका फल मुझको भेज देंगे, तो शायद मिल जाये, बीज तो नहीं भेजा गया है।

मैं यह भी निवेदन करना चाहता हूँ कि जो लोग मनी-आर्डर करते हैं, गरीब लोग जो दूर-दराज के इलाकों में कमाने जाते हैं, कोई चार सौ, पांच सौ, या एक-दो हजार कलकत्ता से, जलपाईगुड़ी से—सिलीगुड़ी से—कहीं-कहीं से हमारे बिहार के गरीब लोग पूर्वी उत्तर प्रदेश से, पंजाब और हरियाणा में भी गेहूं काटने के लिये जाते हैं, जब यह मनी-आर्डर भेजते हैं अपने घर पर, तो इनके मनी-आर्डर रास्ते में ही दो-दो साल धूमते रहते हैं। मैंने दो केस के सम्बन्ध में मनीआर्डर के नम्बर सहित स्टीफन साहेब को पत्र लिखे थे कि इनकी जांच करवाइये—यह मनीआर्डर पंजाब से सहरसा जिले में इंटीरियर में भेजे गये थे। आज डेढ़ साल हो गया, अभी तक उस गरीब का एक हजार रुपया पहुंचा नहीं है। आप जिम्मेदारी लीजिये कि अगर कोई आदमी मनीआर्डर करता है और समय पर उसका मनीआर्डर नहीं मिलता है, वह जांच करने की बात तो दूर रही, अपराधी



[श्री हुकम देव नारायण यादव]

को सजा देने की बात तो दूर रही, लेकिन उस आदमी का पैसा आप तुरन्त दिलवाइये। जांच की बात बाद में करिये, पहले पैसे दिलवाइये। अगर पैसा नहीं दिलवाते हैं, तो आप पाकेट-मारी करते हैं, आप गला काटने का काम करते हैं और अगर आप जिम्मेदारी नहीं लेते, तो मनीआर्डर क्यों लेते हैं? क्यों एक जगह से दूसरी जगह पैसा भिजवाने का काम करते हैं? अमानत में ध्यानत करने का काम आपके विभाग के जरिये से होता है। यह सरासर अन्याय और जुल्म है। आप जल्दी से जल्दी हर प्रखण्ड के मुख्यालय को टेलीफोन से जोड़ दीजिये, हर प्रखण्ड मुख्यालय में टेलीफोन की व्यवस्था रहे, जहां बी०डी०ओ० है, सी०ओ० है, पुलिस स्टेशन बन गया है, वहां पर हर ब्लाक में टेलीफोन की सुविधा रहनी चाहिये और शीघ्रातिशीघ्र सरकार को उसको जोड़ने का काम करना चाहिये।

अब आप टेलीफोन की मरम्मत के लिये लाखों रुपया खर्च करते हैं और टेलीफोन की मरम्मत के नाम पर जो लाखों रुपया खर्च किया जाता है वह बोगस बिल बनाये जाते हैं बोगस वाऊचर बनाये जाते हैं। टेलीफोन विभाग में नकली दिखाया जाता है कि यहां पर नार लगाया गया है, यहां पर खूटा लगाया गया है यहां पर फलाना काम कर दिया गया है न तार लगता है, न खूटा गड़ता है, बिल्कुल कागज पर वह तार भी लगता है और खूटे भी गड़ते हैं, मरम्मत भी होती है तथा और काम भी होते हैं। इस तरह से लाखों रुपया आपका जो एस० डी०ओ० और जो दूसरे अफसर होते हैं, वह खाते हैं और उनके ऊपर कहीं अगर शिकायत कर दी जाय, तो उसका उल्टा

नुकसान शिकायत करने वाले को भोगना पड़ता है।

दरभंगा के बारे में जब मैंने 1977 में जब मैं लोक सभा में आया था। उस समय शिकायत की और आप के जमाने में भी शिकायत की है। जब मैंने दरभंगा टेलीग्राफ डिपार्टमेंट के बारे में शिकायत की, उसका नतीजा यह हुआ कि उन लोगों पर तो कोई कार्यवाही नहीं हुई लेकिन मेरे साले का एक बेटा जो वहां पर एक्सचेंज में था, उस पर उल्टे चार्जशीट कर दिया गया कि यह तुमने हुकमदेव नारायण यादव को कुछ बता दिया होगा। तो इसकी सजा तुम भोगो। बताइये जब न्याय के लिये चोरी, बदमाशी की बात उठावें, तो हमारे रिश्तेदारों को इस तरह से परेशानी में डाल दिया जाए। यह तो बताइये सच्चाई के लिये सत्य की ओर आप को कौन इंगित कर सकता है? इसलिये मैं आपसे निवेदन करूंगा कि इस को देखें।

अब मजदोरे बड़ा सवाल कैजुअल लेबर का है, जो दैनिक मजदूर आप रखते हैं और जो अस्थायी मजदूर है, उनको आज तक सही ढंग से काम नहीं दिया गया। बरसों बरस तक वे काम करते चले जाते हैं। उसमें हरिजन होते हैं, पिछड़े लोग होते हैं, गरीब लोग होते हैं शोषित लोग होते हैं जो श्रमिक का काम करते हैं। वे गड्ढे खोदने का काम करते हैं, कंधे पर पोल उठाने का काम करते हैं, तार ढोने का काम करते हैं, उनको आप अस्थायी रखे रहते हैं, अपनी मर्जी से रखे रहते हैं और यह बड़े-बड़े अफसर उंगलियों पर उनको नचाते रहते हैं कि मेरे घर का भी काम कर दो, कपड़ा भी धो दो, सब्जी भी ला दो, साबुन भी लगा दो, बच्चे को भी गोद में खिलाने का काम करो और अगर यह सब काम नहीं करोगे, तो तुम्हें छुट्टी दे देंगे।

तो इन गराबों को अस्थायी मजदूरों दैनिक मजदूरों की तरह जो बरसों बरस से काम करते चले आ रहे हैं जिनको स्थायी नहीं किया है उन्हें आपको जल्दी से जल्दी स्थायी बनाना चाहिए।

मैं आपसे यह भी निवेदन करूंगा कि जब नये पोस्ट-ऑफिस खुलते हैं, पोस्ट-मास्टर जनरल की एक चिट्ठी मेरे पास में आई कि जब नया पोस्ट-ऑफिस खोला जाएगा, वहां पर नियुक्ति होगी, तो सबसे ज्यादा पढ़ा-लिखा आदमी जो दख्खस्त देगा, उसको पोस्ट-मास्टर और मिशन में बहाल किया जाएगा। दुर्भाग्यवश मेरे गांव में मेरी पंचायत जब दो भाग में बंट गई, 1978-79 में मेरे गांव में जब पोस्ट-ऑफिस खोला गया और मेरे गांव में मोहम्मद बशीर एक मुस्लिमान लड़का है, मेरे गांव में जब पोस्ट मास्टर की जगह बहाल हुई, मैंने जाकर पूछा अरे भाई कुछ तुम को तकलीफ भी हुई? उस ने कहा, मैं कह नहीं सकता। मैंने कहा मुझे बता दो। उसने कहा मुझ से 800 रुपये लिया गया। मैंने उसी समय पोस्ट मास्टर जनरल को लिखा, मैंने सब को लिखा कि मेरे गांव में एक लड़का है उसकी नियुक्ति में 800 रुपये पोस्ट ऑफिस सुपरिटेण्डेंट दरभंगा ने लिया और मैंने उसमें कहा अगर गुप्त रूप से जांच हो और उस लड़के की नौकरी छिनने का खतरा न हो तो आप इस की जांच कराइए और मेरा यह आरोप ठीक निकलेगा कि उस से 800 रुपये लिया गया। दूसरे नम्बर में जो बहाली की जाती है—दरभंगा बधुबनी और कहां-कहां तक मैंने आवज उठाई कि जो कम पढ़े-लिखे आज हैं उनको आप बहाल न करें। जो कम पढ़े लिखे थे उनको बहाल कर दिया। पैसा लेकर बहाली का काम पोस्टल डिपार्टमेंट में जारी है। आप उनको रोकने का काम करिए और न्याय दिलाने का काम करिए।

मैं आपसे आखरी बात निवेदन करूंगा कि आपका जो पोस्टल विभाग टेलीग्राफ विभाग, संचार विभाग है, उन सब में, मुझे आप बताइए आज तक जितने काम करने वाले हैं—क्लाम वन, क्लास टू, क्लाम थ्री को छोड़ भी दीजिए—क्लास फोर में हरिजन, आदिवासी और पिछड़े वर्गों की संख्या क्या है? क्या उन को उनकी उचित जगह दी गई है। मुझे लगता है आपके विभाग में वह जगह नहीं दी गई है। और मैं आपको एक बात याद दिलाना चाहता हूँ: मन्वाणा साहब कि एक बार जब आप ज्यादा जोर देने लगे गरीबों का हक दिलाने के लिए तो आपका क्या हुआ था? गरीबों का हक दिलाने के लिए अपने विभाग में लड़िएगा तो आपका भी टिकट काट दिया जाएगा। होम मिनिस्ट्री में आप थे और कभी कभी हम लोग जब हरिजन और आदिवासियों का ममला उठाते थे, उसमें आप थोड़ी सी दिलचस्पी लेते थे तो होम डिपार्टमेंट से आप बर्खास्त कर दिए गए और अब कम्युनिकेशन में आए है, अगर आप हरिजन और आदिवासी को हक दिलाने के लिए अपने विभाग में लड़िएगा तो कम्युनिकेशन से भी आपको 15 पैसे का टिकट लगा, पोस्ट कार्ड जैम भेज दिया जाता है वैसे ही भेज दिया जाएगा। लेकिन मैं कहना चाहता हूँ, जो हरिजन, आदिवासी या पिछड़े वर्ग की जनता है उसको किसी भी विभाग में उचित स्थान नहीं दिया जाता है, इन्फ्रा नहीं दिया जाता है। नियुक्तियों में उनको जो जगह दी जानी चाहिए वह नहीं दी जाती है। क्लाम वन में कहा जा सकता है कि पढ़े-लिखे लोग नहीं मिल पाए क्लाम टू में भी कहा जा सकता है पढ़े-लिखे नहीं मिल पाए लेकिन तृतीय श्रेणी में, चतुर्थ श्रेणी में डाक तार विभाग में हरिजन और आदिवासियों का जो जन्मजात अधिकार है, वह मेहनत का

[श्री हुक्मदेव नारायण यादव]

काम कर लेते हैं और यह चतुर्थ श्रेणी में भी जब सरकार कहती है योग्य आदमी नहीं मिल पाते तो कहां काम के लिए उनको रखोगे ? कहां उन को इन्साफ देना चाहोगे ? पोस्टल विभाग में भी हरिजन, अदिवामी और पिछड़े वर्ग के लोगों को कोई प्रतिनिधित्व नहीं मिल पाया है । आप इस बात की पूरी जांच कराइए । उनको पूरा कोटा मिलना चाहिए । आजाद भारत में जब तक उनको वह पूरी जगहें नहीं मिल जाएं तब तक तमाम सवर्णों की भरती बंद कर दीजिए । बड़े-बड़े लोगों ने जाल कपट और छल के जरिए और भाई भतीजावाद के जरिए अपना हित साधन किया है, उन के हक को रोकिए और जिनका हक है उनको दीजिए तब हिन्दुस्तान में नया समाज कायम कर सकते हैं । नया समाज तभी बन सकता है जब उनके लिए आवाज उठाएंगे । इसलिए मैंने कहा कि जो मूल समस्या है उसकी ओर ध्यान देना है ।

अभी हमारे बहुत से माननीय सदस्य टेलीफोन के बारे में कह चुके हैं । माननीय सदस्य रामकृष्ण जी कह रहे थे कि टेलीफोन चले या नहीं चले बिल आता ही रहता है । तो शायद संचार विभाग ने यह कानून बना दिया है कि जिस आदमी का फोन कट जाए जो टेलीफोन का व्यवहार नहीं करेगा या जिसका टेलीफोन मृत पाया जाए उसको जुर्माना लगेगा कि टेलीफोन आपने बंद क्यों रखा, आपका टेलीफोन डेड हो गया तो इसके लिए अपराधी सरकार नहीं है । तो अपराधी वह व्यक्ति है जिसका टेलीफोन चले या न चले । किमकी कहानी कहूं ? मुझे टेलीफोन मिला है । मुझ से पहले मेरा टेलीफोन नम्बर श्री स्वामीनाथन के नाम था, मेरे नाम से उनका टेलीफोन का बकाया आ

बकाया आ गया, मैं तो अपना टेलीफोन लाक करके रखता हूं ताकि कोई टेलीफोन को बचवाए नहीं । तो मुझे जवाब आया कि गलती से स्वामीनाथन जी के समय से जो बकाया था वह आप के वेतन से काट लिया गया और मुझ से कहा गया कि आप अपना पैसा वापस ले लीजिए और जब मैं लेने गया तो कहा गया डम में 20 पैसे का टिकट डालिए । मैंने वहां एक तो आपने पैसा काट लिया, वजाए उसका सूद मिलने का उल्टे 20 पैसे का टिकट मांग रहे हो, घर में मुर्दा भी कर दिया और घर वालों से जुर्माना लें । मेरे जो वेतन से पैसे काट लिए, महीने दो महीने में उसको वापस करते हैं, तो सूद के साथ वापस मिलना चाहिए । आप मुझे कुछ नहीं दे रहे हैं । मूलधन वापस लेने के लिए 20 नये पैसे का टिकट मुझसे लगवा रहे हैं, इसलिए मैं टिकट नहीं लगाऊंगा और 20 पैसे का नुकसान या जुर्माना नहीं दूंगा । तो मैं आपसे निवेदन करना चाहता हूं कि आज देश में जो टेलीफोन की व्यवस्था है उसको सुधारने के लिए आप प्रगति लाइये । हिम्मत से काम कीजिए, मजबूत दिल से काम लीजिए । लेकिन मैं आपसे निवेदन करूंगा कि आप कुछ भी नहीं कर सकते हैं । आपके हाथ में कुछ भी नहीं है । अगर आप लोग कुछ करना चाहेंगे तो भी आप नहीं कर सकेंगे । जो करना चाहेंगे वह अपनी जगह पर बैठे रहेंगे और आपकी छुट्टी कर दी जाएगी । आज जो नौकर-शाही का जाल, अफसरशाही और लाल-फीताशाही का जाल है उसने प्रशासन के रग-रग को अपने चंगुल में ऐसा पकड़ लिया है कि आप कुछ करना चाहेंगे तो भी आप नहीं कर सकेंगे आपकी नस मरोड़ दी जाएगी, आपकी नस निचोड़ दी जाएगी और आप कराह कर दम तोड़ देंगे । लेकिन इस लाल-फीताशाही की समस्या

हुए हैं वह उनके हाथ में है जो बड़े-बड़े महलों में रहते हैं जो ठंडे घरों में बसने वाले हैं, जो बड़े अफसर ऊंची कोठियों में रहते हैं, जिनके मकान शीत-वात नियंत्रित मशीनों से ठंडे रहते हैं, ठंड में गरम और गर्मियों में ठंडे महलों में रहने वाले इन बड़े अफसरों से आपका काम नहीं हो सकता, उनसे आप काम नहीं ले सकते। इनके ऊपर नियंत्रण रखना होगा तो इसके लिये आपको दिल मजबूत करना होगा, आपको दूर-दृष्टि रखनी होगी और दूर दिशा वाले जो होंगे वही इस काम को कर सकते हैं। लेकिन आपकी दिशा है, न आपकी दृष्टि है, न आप में संकल्प है, न आपमें दृढ़ता है, न मजबूती है, न आपमें त्याग की भावना है, न राष्ट्र-निर्माण की इच्छा है। आप भोग-मोह के समुन्दर में फंसे हुए हैं और भोगियों की जमात में भोगी बन गये हैं। आप कुछ भी नहीं कर सकते हैं, कुछ भी नहीं कर सकते हैं। इसलिए इस विभाग में जो भी पैसा दिया जाएगा वह आप जैसे निकम्मों को नहीं दिया जाए, यही मेरी सदन से सिफारिश होगी।

DR. MALCOLM S. ADISESHIAH: Mr Vice-Chairman, I agree with the statement you made when you were speaking from the floor of the House and with that of others that we are really dealing with an extremely important Ministry of Communication which, as you point it, is not very well known not only because of lack of, what you called public relations but because of the highly technical nature of the Ministry, particularly the part which has not been referred to, namely the part which is outside the Post and Telegraph Board. The Department is handling an area which is vital for the economic development of our country and which is vital for our national and international relations, for education and for the promotion of culture. Therefore, I agree with you. When I say 'you'

I mean you in your capacity as Member. It is a good thing that we are having this opportunity to look at the work, the programme of this Ministry.

The Ministry reports that it functions in broad areas; it is not only as you said, posts and telegraphs is one and telephones is the other. That is one way of looking at it. The Ministry's Report refers, on the one hand, to the Posts and Telegraphs Board. On the other hand, the part which, does not form part of the Posts and Telegraphs Board, forms the Ministry's other part, if I am not mistaken namely, the external telecommunications services, radio frequency, relations with the ITU, the International Telecommunication Union, and coordination with the two, or what are going to be three, public sector undertakings. These are the non-P&T departmental activities. The question that occurs to me, and which is not very clear from the Report, is that there is surely a very important question of co-ordination between the internal telecommunications and the external telecommunications. The printed report explains very clearly the internal telecommunications programme of the Ministry and the external telecommunications programme. It gives an impression that there is no relation between the two, no co-ordination between the two, I am a little puzzled about that. I think it is not so, but that is the impression that I at least got from a reading of the report.

I agree with you and other speakers that the record of the postal department particularly is a very impressive one. I am particularly impressed that there has been a large increase in the number of VVP articles and to a lesser extent in the number of newspapers and journals which have been delivered by the postal department. Here I must say—and Mr. Stephen has heard it in the Lok Sabha also—that the increase in the postal rates with regard to books, journals and periodicals at this stage of the country's development, when both in his own State and in my States and in other States we have made a great effort to make people literate and they are beginning to read journals, simple books and so on, is now leading to a contraction in the

[Dr. Malcolm S. Adiseshiah]

delivery of books. The federation of booksellers have made representations to us saying that this is now a fact. I myself sit on some of their committees and see the statistics as to how the delivery is affected as the postal rates go up. Therefore, without meaning to be emotional, I must say that the rise in the postal rates on newspapers, books and journals is a tax on the country's literacy and continuing education. What worries me is that we make such strong statements that we believe in continuing education, that education is a life-long process, but we do not give effect to them in the department by avoiding this kind of increase. Now you made a plea that the rate of postcards should not be raised. I support that because this is a poor man's communication medium. My plea would be—I do not know; perhaps it is too late now, I made this plea also when the budget was being discussed—that the increase in postal rates on books, journals and other publications should be reconsidered.

Now, paragraph 2.1 of the report says that the year closed with a surplus. You pointed out quite rightly that there is a serious deficit and so this sentence is rather misleading. It gives a misleading impression that the year ended with a surplus of Rs. 52.4 crore, whereas real fact is, as you pointed out, that there has been a very serious deficit situation that has been faced by the Ministry. You have to read through the whole report in order to arrive at the deficit. Now, the main way to close this deficit has been to raise the rates, once before the Parliament met for the budget session and then by the budget proposals. The question that has been asked, I think by one of the speakers earlier, is whether there has been a real management survey with regard to the functioning of the staff of the Ministry. It is a huge Ministry dealing with the people almost every day of their life. I think this management survey cannot be carried out by the internal O & M structure. You have to get an outsider for it. At least this is what I used to do. Every five years I used to do this in the United Nations agency.

Then I come to the performance budget for 1982-83 given in chapter II. It shows that in regard to staff quarters, the construction target for 1981-82 was 4,550 units, I take it—whereas the actual achievement was 1,238 units. In other words, somewhere about one-third of the target for construction has been achieved. It is a pity. Here I want to call the attention of the Minister to something that nobody has referred to, namely, the report of the Comptroller and Auditor-General. It says—due to the serious contravention of rules by the Posts & Telegraphs Board in acquiring land for staff quarters at Anna Nagar in Madras—it is my States—the Ministry paid for 25 acres of land at the rate of Rs. 90,000 per acre whereas the Tamil Nadu Government bought similar land next door in a village called Koyambadu for Rs. 1,800 per acre. The Ministry paid Rs. 90,000 per acre for a land for which the Tamil Nadu Government paid only Rs. 18,000. This is from the report of the Comptroller and Auditor General—it is a rather serious comment. The Minister needs to look into this. I am sure he knows about it. He should ask the Minister officials why they did not go through the Tamil Nadu Government. I am quoting from the Comptroller and Auditor General who says that the Ministry and the P&T Board seriously contravened its own rules in acquiring land for staff quarters in the States; where you usually go through the Revenue Department of the State Government, your Ministry people went through a private person who cheated them and made them pay for 25 acres at the rates of Rs. 90,000 per acre. I think this should be looked into and the officials concerned should be pulled up because this is a very heavy loss, apart from the question of corruption and so on.

One other question is in the same chapter. Chapter II of the Performance Budget—the capacity of telex exchanges. The actuals are 2900 whereas the target was 5500—less by about half. Why has there been this serious shortfall?

Then with regard to post offices in the rural areas; I think the Ministry has a very good record. As at December 31 they have established 1054 new rural post

offices against the target of about 1600 which by the end of this financial year they will attain and the total number will be about 1.25 lakhs. It was mentioned by my colleague from Bihar who spoke that the next year's report should give us some idea of the qualitative service offered by this large number of post offices which have been established, because, as she pointed out, today, in a sense, the rural post offices are performing a much more important and urgent task than even the urban post offices because they are the only means of communication for poor people who have left the villages to work not only in other parts of the country but also outside the country.

Now, I want to join you with regard to my regret at paragraph 2.13 of the report where the Ministry reports with some pride that they detected 205 lakh cases of unlicensed radio and TV cases. This one case where I regret that the Department says it could go and detect so many cases, whereas the time has come to abolish licences for radio sets Mr. Stephen should discuss with his colleagues in the Cabinet and the Prime Minister, the possibility of abolishing licences for radio sets, if not for TV also. I may say I have got six sets and I have the greatest difficulty in getting licences for all these small transistors. It is really because of the licensing system. Apart from that, purely from the educational and cultural points of view, I think the time has come to follow the examples of many other countries by abolishing the radio licence.

May I say one thing more on this part of the report? In the Financial Review Chapter, I have seen the Table where everything on the receipts side and reserves side is falling whereas the expenditure side is rising. Here again I want to tell Mr. Makwana that the Comptroller and Auditor General in his report calls our attention to the fact that there are very heavy telephonic bill payment arrears. This is shocking. As on 1st July the arrears are over Rs. 18 crores. And it says that arrears from Government servants are over Rs. 3 crores. What we do in such cases in the United Nations is

Government servants in arrears in paying telephone bills?

Coming to the report on other than posts and telegraphs, I must say that the report has impressed me very much. It makes very impressive reading. It is really a scientific report and the work done here is of a high order. Para 1.5.5 gives a description of INSAT and other telecommunication space satellites we have sent up. Here I must say that if our software work by the Ministry of Agriculture, Health Ministry and Information and Broadcasting Ministry is even 50 per cent of what our hardware work the Ministry of Communications and other engineers have achieved then our country will be in a different situation. I congratulate the Ministry on the very good work done by them in this field. Both the Lok Sabha and the Rajya Sabha have already congratulated the staff engaged in INSAT. We have all these facilities and I think the only people who are going to use these facilities are the communications people. I do not think the Education Ministry is ready to use them. I do not think our Agriculture Ministry is ready to use them. I do not think our Health Ministry is ready to use these facilities. Our software is far behind the hardware for which this Ministry is not responsible.

May I end with just two points? I have read the paragraphs on ITI and the Hindustan Teleprinters Ltd. I have also read the report by the Comptroller and Auditor General. Speaking about Hindustan Teleprinters, the C and A.G. report says that they did not properly negotiate the prices for spares nor did they follow the normal procedure of tender with the result they have paid Rs. 32.42 lakhs more than they should have, if they had followed the procedure of tender. This is rather serious for an industry like the Hindustan Teleprinters Ltd.

May I conclude by saying something—and I may belong to a minority on this—on the restructuring of the Ministry. In this Ministry the telecommunication part is so completely different from the postal part. You are mixing science with non-science. If you want to make progress in the telecommunication system, there is a case for separating it from the other,

[Dr. Malcolm Adiseshiah]

6 P.M.

and bringing it under an independent statutory, autonomous set up. But I belong to that group rather than to the group that is represented by Mr. Ghosh who initiated this debate and which is strongly against the acceptance of this. Thank you.

THE VICE-CHAIRMAN (SHRI R. RAMAKRISHNAN): Now, Mr. Dhabe. You have got five minutes.

SHRI SHRIDHAR WASUDEO DHABE (Maharashtra): Sir, I will be brief in my comments on the working of this Ministry.

First of all, Sir, I would like to submit that although the Report is very scrappy in giving information about the employees, it is stated that there are 8.52 lakhs of workers working in this Department out of which 2.84 lakh employees are Extra Departmental Employees. It is also further stated that there are about seven thousand industrial workers and things like that and some information is given. But it is not clear as to what the casual labour is that is employed by this Department. It is also not clear as to what the annual cost of employment in this Department is and it is also not clear whether it is increasing or decreasing. It has also not been mentioned in the Report as to what the representation of the weaker sections is and whether there is any backlog and, if so, whether it is going to be cleared. It does not also say anything about absenteeism and it is not clear from the Report whether the average cost per employee is worked out on basis of the different categories of wages. Sir, in this connection, I will commend to the honourable Minister the Report published by the Ministry of Railways. In the "Indian Railways Year Book 1980-81", they give all those details and there is a separate chapter dealing with the staff, wherein they have given the composition of the staff, the employment level, the various categories of employees, the representation given to the weaker sections, and also the various staff amenities like housings, etc., the industrial relations that are there, the wage bill, and, Sir, most important of all, the trend of wages and cost of living. I think

this information is essential before we make any comments because only then we will know whether the employees working in this Department, who are the real instrument for bringing about efficiency in the services, are properly dealt with or not. I would like to tell the honourable Minister, who has been trade unionist for a very long time, that this aspect should be dealt with properly in the Report which is presented to Parliament and a complete picture should be given therein.

Then, Sir, I would like to know the extent of absenteeism in this Department and whether it is because of absenteeism that the Department is suffering or it is because of inadequate employment which is responsible for the many faults. In this connection, I would like to state that this is one Department which is a low-paid one compared to the other Departments and the public sector undertakings. When we asked a question about the real value of the wages of the Government employees in this House, it was stated by the Finance Minister that the Pay Commission appointed in 1973 had fixed the wages. It was fixed that Rs. 196/- should be the basic wage of the Class IV employees. But its real value has been reduced to Rs. 185/-. The value of the wage of Class III employees, which was fixed at Rs. 425/-, has come down to Rs. 381/-. Therefore, in terms of real value, the employees are not getting even what was fixed in 1973 and the prices are going up. The prices are going up and the cost of living is increasing. But these employees are not getting their 1973 wages. So, unless we pay them proper wages, I think no further progress is possible. In this connection, Sir, I find that some steps are being taken for giving representation to the workers in some units. It is a laudable step and I support it. I also further say that these should be extended and the principle of workers' participation should be accepted at all levels. Sir, in this connection, I will suggest that if job satisfaction is not there, no progress is likely to be made by this Department, and therefore the workers and the management negotiate and find out a solution for proper wages and amenities to workers.

Housing also is very poor. At many places, not a plan has been drawn up for housing for the employees. Housing is also a very important aspect of the fringe benefits which the workers must get if really we want to make progress and in their identification and emotional participation in the administration of any Department.

I do not want to go into other complaints about the working of telephones which have already been made by the earlier speakers.

The Minister was saying about telephones, either get it or leave it. We have the STD. Three or four thousand rupees towards these bills are deducted from my salary. I had to stop S.T.D. If the service is not proper, you have no moral right to increase the rates or increase the revenue. For efficient service, what steps the Minister is going to take? It is for him to disclose to this House whether and when these complaints will be eliminated. (Time bell rings) I really sympathise with the lot of the Minister, because this is one Department where, whatever improvements he makes, the complaints will be there and complaints will never stop. But at least the minimum service which is required to be given to consumers is very important. For that purpose, my friend, who is in the Chair, suggested that Telephone Advisory Committees and other Committees wherein consumers also participate, are not effectively functioning. What is the reason? Why should the Minister take such a long time to constitute it? I would like to know how many Committees have not been constituted. What is the reason? Why such a long time is being taken? If a few vacancies cannot be filled up, let the committees function. Some vacancies could be filled up afterwards. Unless a committee is fully constituted, it does not start to work. For the last two or three years, the total picture is that telephone advisory committees are not functioning. Apart from other things, the most important thing which will be achieved will be that they will know the reasons for complaints. Many people even do not know the reasons why the Department is not working. The telephones are dead.

I will therefore like him to follow the method and system which is evolved in the Railways for informal consultative committees. (Time bell rings) In different areas where these matters can be looked into, greater participations can be achieved.

Lastly, I will like to suggest that a commemorative stamp should be issued the name of our great leader, late Acharya Kripalani, a great leader of our country. On the occasion of the centenary celebration of late M.S. Aney in Vidarbha area of Maharashtra, we had also requested the Minister to issue a commemorative stamp in the name of Loknayak Bapuji Aney (M.S.). It was not done. I will request the Minister again to look into it. He was the President of the Indian National Congress, a great freedom fighter, one of the greatest patriots. All the people in that area, in Vidarbha, are of the opinion why this was not done and it was not proper. I will request the Minister again to reconsider it even now. Even now it is not too late.

श्री सूरज प्रसाद (बिहार) : महोदय, इस विभाग पर मंत्री महोदय या इस विभाग के बारे में जो प्रशंसा मूलक बातें की गई हैं सचमुच में इस विभाग में ऐसी कोई चीज नहीं है कि इसके लिये कुछ प्रशंसा की बात की जाये। सच पूछिये तो इस विभाग के अन्दर पूरे का पूरा विभाग जो सरकार का है एक तरह से मुर्दा विभाग बन गया है और इसको चलाने वाले जो मंत्री हैं वे मुर्दा हैं या नहीं यह तो कहना बड़ा मुश्किल है क्योंकि दो तीन मजीब इस विभाग के चलाने वाले मंत्री हम लोगों के सामने बैठे हैं इसलिये उनको मुर्दा मैं कैसे कहूँ। लेकिन लगता है कि जरूर वह भी जिन्दा मुर्दे हैं। सरकार ने हाल ही के बजट में काफी टैरिफ पोस्टल चार्ज बढ़ाने के लिये कोशिश की अगर सरकार की सेवा आम जनता को सही ढंग से मिलती और फिर सरकार अगर यह चार्ज बढ़ाती तो निश्चय ही सरकार का इस बात के लिये हम लोग समर्थन



[श्री सूरज प्रसाद]

करते लेकिन जब सरकार का टोटल सेवा समाप्त है और यह भी बिल्कुल अक्षम और अनिपुण और काम करने में बिल्कुल अयोग्य है ऐसी अवस्था में सरकार के द्वारा यहां की जनता पर जो बोझ बढ़ाया गया है वह सही नहीं है। जान पड़ता है कि मध्यम क्लास के लोग टेलीफोन का इस्तेमाल करने हैं वे भी जनता हैं। मैं दूर की बात नहीं करता दिल्ली में क्या होता है। दिल्ली के घरे में बातें, दूर की बातें छोटे टेलीफोन एक्सचेंज के बारे में समाचार आए दिन समाचारपत्रों में आते हैं प्रकाशित होते हैं। कलकत्ता और दिल्ली के बारे में दूर के टेलीफोन एक्सचेंज के बारे में बातें समाचारपत्रों में आती हैं उनकी चर्चा मैं नहीं करना चाहता क्योंकि बहुत से लोग उसके बारे में कह चुके हैं। आज से चार-पांच महीने पहले, मैं बिहार से आया हूँ और वहां के अखबार में एक समाचार निकला कि आरा के टेलीफोन एक्सचेंज के बारे में कि आरा के टेलीफोन डेड थे, लोग टेलीफोन एक्सचेंज में शिकायत करते करते थक गये जब थक गये तो उन्होंने यह समझा कि अब टेलीफोन एक्सचेंज के सामने अपने टेलीफोन को समर्पण कर देना चाहिये। उन्होंने टेलीफोन की अर्थी बनाई टेलीफोन को लाकर उस पर लाद दिया और यह कहते हुये शव जुलूस निकाला कि राम नाम सत्य है, संचार विभाग की गत है। राम नाम मत है, मंत्री जी की गत है यह मैंने नहीं सुना, न ही अखबारों में पढ़ा लेकिन संचार विभाग की मत है इस तरह का जुलूस काल निकार टेलीफोन जो रखने वाले लोग हैं उन्होंने एक्सचेंज विभाग में जा कर तमाम टेलीफोन को समर्पित कर दिया। यह है टेलीफोन विभाग का एफिजियेंस। यह

टेलीफोन विभाग का काम। आरा जैसे शहर में डिस्ट्रिक्ट शहर के टेलीफोन उपभोगत आने अपने तमाम टेलीफोनो का शव जुलूस निकाल कर टेलीफोन एक्सचेंज में समर्पित कर दिया यह है आपके कामों का सुन्दर लेखा। महोदय, अगर काम अच्छा होता और यह पैसा भी अगर वसूल करने तो हम को बात समझ में आती लेकिन मुझे देखने को यह मिलता है कि आज कांग्रेस सरकार के कई विभाग ऐसे हैं, कांग्रेस सरकार द्वारा संचालित बहुत से विभाग ऐसे हैं जो काम नहीं करते लेकिन जनता के पाकेट से पैसा एक्सटार्ट कर लेते हैं। सरकार का बिजली बोर्ड है बिजली नहीं देता लेकिन पैसा ले लेता है। सरकार का नहर विभाग है किसान को पानी नहीं देता लेकिन वाटर रेट ले लेता है और सरकार का संचार विभाग है जो टेलीफोन सेवा नहीं देता और पैसा पाकेट से एक्सटार्ट कर लेता है। शायद ही इस तरह का एक्सप्लायटेशन देखने को कहीं लोगों को मिलता है इसलिए सरकार आम लोगों को यह मजबूर कर रही है कि अपनी समस्याओं के लिये गलियों और कूचों में उतरे और सरकार के कान को खोलें। ऐसा उन्हें मजबूर कर रही है। मैंने अखबारों में पढ़ा कि टेलीफोन विभाग के काम को सुधारने के आइडिये से इसको दो अरब 51 करोड़ रुपये दिये जा रहे हैं। अगर कर्ज भी लिया जाय तो उसमें मैं नहीं कह सकता कि वह कर्ज लेना कहां तक उचित है। लेकिन कर्ज लेने से क्या होगा? आज कर्ज लिया जा रहा है इन्टरनेशनल मानेटरी फण्ड की शर्तों के दायरे के अन्दर में और उसमें यह कहा है कि इम्पोर्ट को लिबरलाइज करो और इमालिये टेलीफोन विभाग ने बहुत से ऐसे मैटीरियल जो भारत में एवैलेबल हैं प्राप्त हैं उनके लिये विदेश में आर्डर प्लेस किया है। क्या होगा इसका फल?

कि भारत के अन्दर जो टेलीफोन इंडस्ट्री है उस पर बहुत ही बुरा असर पड़ेगा। हमारा देश जो आत्मनिर्भर होने की दिशा में बढ़ रहा है उस पर इसका बुरा असर पड़ेगा या रिसर्च करने की दिशा में जो कदम उठाने वाला था उसमें हिलाई आयेगी। (समय की घंटी) इसलिये मैं सरकार से कहना चाहता हूँ कि इस तरह का कर्जा लेने का जो उन्होंने समझौता किया है उस समझौते को करने के पहले उन्हें अपने विभाग के जो उद्योग हैं उन पर क्या असर पड़ेगा इस पर विचार करना चाहिये था। (समय की घंटी) आप बार-बार घंटी बजा रहे हैं इसलिये अन्त में मैं यह कहना चाहता हूँ कि बिहार सरकार ने इनको एक मेमोरैंडम दिया है जिसमें यह कहा है कि जितनी भी पंचायतें बिहार में हैं उन तमाम पंचायतों में टेलीफोन लगाये जायें। बिहार में 59 सौ ग्राम पंचायतें हैं। तीन हजार में ही टेलीफोन लगे हैं मैं इनसे जानना चाहता हूँ कि बिहार सरकार का जो मेमोरैंडम है उस पर इन्होंने क्या विचार किया है। बिहार सरकार के मेमोरैंडम में एक और यह चर्चा है कि जितने डिस्ट्रिक्ट टाउन हैं उन तमाम जगहों में नो डिस्ट्रिक्ट टाउन कनेक्शन लगाये जायें इस पर इन्होंने क्या विचार किया है वह मैं जानना चाहता हूँ और दूसरी बात उनसे कहना चाहूंगा कि सब डिवीजनों में जो टेलीफोन हैं जो हाथ से ग्रापेट होते हैं उस मेमोरैंडम में यह बात है कि उनको आटोमैटिक बनाया जाय। इसके बारे में आप को क्या कहना है। अन्त में मैं आपसे कहना चाहता हूँ कि टेलीफोन विभाग में कुछ सुधार करने की जरूरत है और इसके सुधार नहीं होने के कुछ कारण हैं। सरकार के लोग भले ही इस पर कहें कि इसका दोष हम पर ही है कुछ दूसरे लोगों पर इसका दोष

है। लेकिन दोष यह है कि केबल की गड़बड़ी है, गन्द जमा होता है इसलिये टेलीफोन गड़बड़ हो जाते हैं, जमीन की खुदायी हो जाती है इन्विपमेंट का अभाव है लेकिन असली कारण यह नहीं हैं। असली कारण यह है कि टेलीफोन विभाग का मेन्टिनेंस ठीक नहीं है, इसे इन्हें दुस्त करना चाहिये। सरकार के लिये टेक्नीशियनों को औजारों की आपूर्ति करनी चाहिये, जो नहीं होती है। स्पेयर पार्ट्स की बहुत कमी है जिसकी वजह से टेलीफोन डेड होते हैं। केबल वायर की पूर्ति टेक्नीशियनों को नहीं होती है इसलिये वे पता नहीं लगा पाते हैं कि कहां केबल होता है। इस लिये मैं उनसे कहना चाहता हूँ कि इस दिशा में उन्हें कदम उठाना चाहिये ताकि टेलीफोन विभाग का काम सही दिशा में किया जा सके।

अन्त में मैं कहना चाहता हूँ कि वाम्बे में टेलीफोन फैक्ट्री है, इसमें काफी मात्रा में मजदूर काम करते हैं। उन मजदूरों ने अपनी दशा सुधारने के लिये, अपनी हालत सुधारने के लिये एक मेमोरैंडम मंत्री जी को दिया है। मैं उनसे कहना चाहता हूँ कि उनके मेमोरैंडम पर उन्हें गम्भीरता से विचार करना चाहिये और उनकी जो जायज मांगें हैं उन मांगों की पूर्ति की दिशा में कदम उठाना चाहिये।

THE VICE-CHAIRMAN (SHRI R. RAMAKRISHNAN): The time is very short. There are four more speakers. So, I would request them to take five minutes each.

SHRI AJIT KUMAR SHARMA (Assam): Mr. Vice-Chairman, Sir, about the general condition of the working of the Posts and Telegraphs Department and the Ministry of Communications, the hon. Members who spoke earlier, have already given their own assessment as well as criticism. For want of time I do not want

[Shri Ajit Kumar Sharma]

to go into the general conditions except saying that the working of the department insofar as the outlying areas of the country are concerned, is much more unsatisfactory than in the heartland. In this regard I specially drew the attention of the hon. Communications Minister to the question of reorganisation of his department, the department of Posts and Telegraphs in the North Eastern region. This matter has engaged the attention of the department for many years. Since 1971 a proposal has been going on for the bifurcation and reorganisation of the whole system so that the communications system can be improved in that area which is important not only from the national, economic and other points of view but also from the point of view of defence. But my experience during the last two Ministries, the Janata Government and also the present Government, leads me to think that the bureaucracy and certain vested interests operating inside the bureaucracy are more powerful than the Ministers themselves. Now, regarding this bifurcation, I drew the attention of the present Minister, hon. Mr. Stephen, in August 1981, and he was kind enough to reply to me that he would write to me on this matter in detail later on. I have been waiting for his reply but till today I have not received any reply from him on the suggestions and the detailed memorandum that I submitted to him. But, on the other hand, in reply to the question in the House I have received two replies on two different days. On 14th September, 1981, the hon. Minister informed that the Government has decided to bifurcate the North-Eastern region into two separate circles under two PMGs, one for Assam and Meghalaya and the other for the rest of the North-Eastern region. For everyday this bifurcation was a matter of great surprise. Anybody who has got any idea about the geography of that area would fail to understand the logic or justification behind this reorganisation. To that also I drew the attention of the hon. Minister.

**THE MINISTER OF COMMUNICATIONS (SHRI C. M. STEPHEN):** That has been removed.

**SHRI AJIT KUMAR SHARMA:** After that, however, I did not get any reply from him, but in March last, in reply to another question, I was told that this bifurcation has been abolished, I mean it has been abandoned the proposal has been abandoned, and the *Status quo ante* has been restored. Now, this remedy has proved to be worse than the disease. Here, again, I must tell the hon. Minister that no proper consideration has been given even while reconsidering the whole proposal but the greater surprise is when a PMG's office was established at Imphal to run the whole administration up to Arunachal because nobody from Arunachal could reach Imphal in less than seven days. Now, the PMG who was appointed for the purpose, he was a very competent officer, hailing from Kerala and he objected to this reorganisation. Ultimately he resigned in protest. Now, after that we find a new proposal by restoring what is called the *status quo ante* and by scuttling the whole proposal for the reorganisation of that composite P & T Circle and establishing a separate P & T circle for Assam. But let me now request the hon. Minister to reconsider the whole matter and I would like to know from him whether the PMG who was originally appointed for Imphal has been asked to join in Delhi even after the statement made here that the original proposal for bifurcation has been abandoned. From his own statement it is also clear that in the North-Eastern region 14 divisions are within Assam and 8 divisions are in the rest of the North-Eastern circle. With these 14 divisions, a new PMG with a new circle should be immediately appointed if the hon. Minister wants to improve the communications there. I do not want to make a detailed criticism about it but I wish that the Minister should take into consideration the necessities and the demand of the situation and finally decide about reorganisation to bifurcate this North-Eastern region circle into two circles, one for Assam and Arunachal and another for the rest of the North-Eastern region with headquarters at Gauhati as originally proposed. That will be the most suitable and geographically permissible division and for the purpose of improving communications

there. I hope Mr. Stephen will personally look into this matter and take a decision as early as possible. Thank you.

**SHRI AMARPROSAD CHAKRABORTY** (West Bengal): Mr. Vice-Chairman, much has been discussed on different aspects of this Ministry. But, Sir, if you go through the report it seems that there has been some development in the Department with regard to handling of the postal articles. During 1979-80, these articles registered an increase of 1.9 per cent. The increase in 1980-81 was 5.9 per cent, the total number being 111 lakhs. During 1979-80, 6.2 lakh parcels were despatched and 5.67 lakh parcels were received and during 1980-81, the figures are 7.23 lakhs despatched and 7.14 lakh received. So, *prima Facie* from the Report, it appears that the Department has made some progress. Along with this increase in the volume of work, it is not clear whether corresponding increasing on the staff side has been made. I do not find a true picture in this regard from the Report, because the Report only goes on saying about handling of different articles by the Department. The total number of mail articles handled during 1980-81 is more than 970 crores which is an increased figure compared to that of 1979-80. The volume of savings also registered an increase to Rs. 78.59 crores at the end of 1980-81. With regard to postal life insurance also, there has been an increase of about Rs. 100 crores. So, there is some silver lining at least which is visible in the Department.

Coming to telecommunications, I find this only 1.33 lakh direct exchange lines were provided in 1980-81. I would draw the attention of the Minister to the necessity of extending the telephone exchanges. But we are afraid, most of the telephone lines are lying dead because of one factor and I hope I am correct in saying it: if I am incorrect, I should be corrected by the Minister. Both the Minister and the Department were anxious to give a bright picture before the country that we are developing through these five-year plans. Through all these Five-Year Plans, we try to give a picture to the country and we

give the figures that we have expanded the facilities like this, that we have opened so many lines in one year of this Five-Year Plan, that so many exchanges have been opened and so on. But I would like to point out that one engineering report, if I am right, says something else. Suppose a board has the capacity to carry 200 lines. But because of the policy of the Department or the Ministry, suppose, you give 250 lines. The telephone board fails to carry the 250 lines and automatically, some lines remain dead because the board has no power to carry the load. If this is the defect because of which so much criticism the Ministry has to face, I would request the hon. Minister to set up a committee to enquire into this and find out whether this is correct. So much criticism has been made. That is why, I would suggest that the hon. Minister should set up a committee. Actually, it is a fact that thousands of telephones are lying dead today in many places, in the Capital, in Calcutta, Bombay and so on. That is why, I would ask the hon. Minister to appoint a committee to enquire into the matter. From the Report, it seems, so much expansion has been made, so much development has been made, so many exchanges have been opened and so on. The number is given 1.33 lakhs. If the equipment is working well, if the department is working well, if the engineering skill is there, why should so many lines remain dead? Hence, the hon. Minister should consider the question of appointing a committee to look into this matter. I am not going into the details. I am speaking on the basis of this Report only. In regard to the financial side, as per this Report, the revenue increase is from Rs. 835.50 crores to Rs. 910.01 crores. But the revenue surplus has decreased and it has come down to Rs. 52.42 crores from Rs. 133.85 crores. Naturally, the department may feel, why the revenue is decreasing. But what is the reason? This has not been explained. This has not been explained whether it has been disbursed, whether it has been spent by way of emoluments to the workers, overtime allowance to the workers, or, by way of confirmation of temporary workers. This picture is completely dark. I would request the hon. Minister to throw some light on

[Shri Amar Prosad Chakraborty]

this, in regard to the staff side, in regard to the position of workers, I would like the hon. Minister to indicate the increase in the volume of work and whether there has been a proportionate increase in the strength of the workers. Of course, the question of emoluments is there. I know, there is dissatisfaction among the workers. I know, all the Central organisations are in close contact with the hon. Minister. I would request the hon. Minister to give some idea on this. We do not find anything in regard to this in this Report. We feel that however efficient the staff may be, unless the co-operation of the staff is obtained, unless the staff side is looked after properly, unless the staff is treated with affection and their support and confidence is gained, in regard to security of service and other things, I think, the functioning will not improve.

Of course, some good picture has been given in this Report. The investment which has been made is of the order of Rs. 2300.88 crores. The total capital investment in fixed assets is Rs. 274 crores. The revenue increase has been up to Rs. 974.01 crores. Receipts are of the order of Rs. 278 crores. The billing amount is of the order of Rs. 562 crores. A sum of Rs. 2.79 crores is due from the Government. This is the position. Of course, I know, the hon. Minister requires revenue. We have seen the Indian Telephone Industries in Bangalore. It is working nicely and if the hon. Minister handles the situation, the working will improve because he has got efficient technicians and officers. I would request the hon. Minister to give some attention to these defects. If he attends to this, the department will be able to earn back its good name and it will also be able to avoid the criticism which is being made. I do not want to repeat the criticism that has been made, but I echo the voice.

Lastly, I want to draw the attention of the Minister to the demand for issuing stamps for Mr. Jatindramohan Sengupta Deshpriya, Mrs. Nali Sengupta, who was President of the Congress Party, and for the Jallalabad fight in Chittagong, on

which Gandhiji congratulated them saying "Chittagong to the Fore" and they declared independence for four days. This was the first time in British regime that there was a fight and they declared independence for four days. We have made a representation for issuing commemorative stamps for this fight, but we have not received any reply. I hope the Minister will kindly take some steps on this.

With these few words, I conclude.

**SHRI SANKAR PRASAD MITRA:**  
Mr. Vice-Chairman, Sir, the previous speakers have rightly pointed out that the Communication Department is one of the most important departments of the Government of India and the progress of this country depends to a very large extent on the efficient functioning of this Department. I do not want to repeat all that has been said on the telephone system by the other speakers. Both Mr. Stephen and Mr. Makwana have been to Calcutta on several occasions and I am sure they would agree with me, upon enquiries already made by them, that so far as Calcutta is concerned, the user of a telephone has to undergo an extreme test of his patience and perseverance to get a telephone call through. I am told a wrong connection may be due to wrong dialling, which is the fault of the user himself. It may also be due to the defect in the dialling system and you are trying your best to rectify that system. My submission to you is that the chaos in the telephone system cannot be effectively rectified without recourse to the most advanced scientific knowledge and technology. I am happy to learn that you have introduced the crossbar system. But one of the hon. Members has said that this system is not yet working efficiently. In Rae Bareilly, you have set up a factory for ducting of telephone cables and 2 lakh telephone lines per year are likely to be manufactured. You are trying to introduce pressurised coaxial cables. What is more important is that you propose to have two factories under the Sixth Five Year Plan for digital electronics switching equipment, which is the most advanced technology in the telephone system now in existence in the world. It is my fervent

hope that the hon. Minister would see that these two factories make a beginning at least before we reach 1983, which has been declared as the International Year of Communication.

Coming to the postal system, Sir, observations have already been made by the previous speakers. You know that the Post Office Savings Bank Scheme, the Cumulative Time Deposit Scheme, National Savings Certificates, Small Savings Scheme etc., are attractive from many point of view, particularly so far as income-tax payers are concerned. They are attracted to them because income-tax exemptions are obtained on many of these accounts. But, Sir, I may inform the hon'ble Minister through you that encashment of cheques, getting credit entries into the passbooks and receiving the passbooks back have become a source of tremendous harassment to the customers. You have a General Post Office and under that General Post Office you have Post Offices and then Sub-Post Offices. Most of the depositors prefer the Sub-Post Offices because there, the number of customers is small. But, unfortunately, most of the Postmasters in the Sub-Post Offices are not qualified to be Postmasters. I know they are promotees. They have been promoted from lower ranks to higher ranks, but their training does not seem to be complete. You have got your training institutes all over the country. Kindly try to see that these training institutes are further strengthened and they function with due efficiency so that trained personnel may be posted in these small places for the benefit of the common man because you are now moving into hilly and tribal areas, to villages with populations of two thousand and you are trying to decentralise the postal services as far as possible. But unless you pay greater attention to the training of your personnel, the purpose that you wish to serve would not be served at all. (*Time bell rings*).

I appreciate that you have many achievements to your credit. I congratulate you for your achievements, but kindly see to our harassment also. I do hope the picture would improve in the near future.

THE VICE-CHAIRMAN (Shri R. Ramakrishnan): Last speaker. Two minutes. Shri Ghulam Rasool Matto.

SHRI GHULAM RASOOL MATTO (Jammu and Kashmir): Thank you, Sir.

Sir, lot of bricks have been showered on the Communications Ministry but I for one, having been associated with the trade and industry, have the greatest sympathy for Mr. Stephen. He is, perhaps the biggest employer in the country. What he perhaps lacks is the management of human resources. I find that in the Postal, Telegraphs and Telephone departments, the discipline which should be there is not there well, I do not want to take much of your time because I have been given only two minutes. But I would request you that the training of personnel in management of human resources must be undertaken. In this connection, Sir, the National Productivity Council of the Government of India has regional offices in all parts of the country. Each regional office may be entrusted with the task of looking after a particular region. For instance, in the case of Kashmir, Chandigarh is our regional office. So, the regional office of the National Productivity Council may be entrusted with the job of identifying the difficulties in that region and also suggesting remedies to the ills within the ambit of the resources available. The second point, Sir, is that senior officers in all the branches of his Ministry, in the various departments, should go to management training courses and other such courses. I think this is a very important thing for a Ministry having such a great employment potential.

Now I come to the third point. The people of Kashmir have been concerned during the last few days to know that under the television network which will be started from the 15th of November, Srinagar is not covered. I am told that although this is connected with Mr. Sathe's Ministry, providing the infrastructure for transmitting colour TV and other national hook-ups on TV is the job of the Communications Ministry. Sir, we have keen competition from the Lahore TV station in Pakistan which was the reason weighed

[Shri Gulam Rasool Matto]

with the Government of India in installing TV in Kashmir first on a priority basis even before Calcutta and other places. We are very strongly in favour of providing the infrastructure for the television network so that the national hook-ups are also extended to the State of Kashmir. The second point is about the STD lines. If we book a call from Srinagar, it is very difficult to get to Delhi or even to Jammu which is only 200 kms. away. We are told that they have only 24 STD lines and they are very busy. For a place which is geographically so very important for the country, is it not possible to increase the number of lines? With 24 lines, it is a very dismal thing. At least this sector must be given proper attention so that we could get STD lines in a great number and we could get telephone calls properly. After the INSAT, I think there should be no difficulty in getting all this infrastructure. In Kashmir, the telephone system is not running well. Every time we are told that there is a cable fault. My own telephone was dead for one month. When I asked, they said that there is a cable fault. I would request the hon. Minister to look into it and get it rectified.

In Kashmir, in the outlying areas, postal clearance is not being done regularly, although it is written there that the clearance will be done at such and such hours. Similarly, deliveries are not effected as they should be. Finally, Sir, the postal articles from Kashmir are being sent by a plane, but there is one hopping plane by which it goes, covering Jammu and Chandigarh. All the postal articles to be sent from Srinagar are being sent by that plane alone. Sometimes that plane does not come. Though there are two or three other services also, they say that these articles will be sent only by that plane. When that does not come, they send the articles by road and for 10—12 days they are lost. I would request the Minister that orders be issued that in case that plane is not available, the articles be sent by other planes which are available from that plane. Lastly, we have got no A.D. (Acknow-

ledgement due) forms available at Srinagar. It is a small thing. The forms must be made available. Then you all must have seen that stamps and envelopes are not properly gummed. I have seen it myself when the other day my man brought the stamps for me. I would request him to entrust it to the Secretary of the Ministry that he must see and certify that they are properly gummed before they are actually issued. Then telex is not at all working in Kashmir. Kindly look into that. I have only these things to say.

Thank you.

SHRI C. M. STEPHEN: Mr. Vice-Chairman, Sir, we had a fairly long and extensively covering discussion on the subject. For long, long years the Ministry of Communications was not one of the fortunate Ministries which were given the privilege of a discussion in the House. Last year, it was taken up for discussion in the Lok Sabha; this year also, it was taken up for discussion there. I feel particularly grateful to the Business Advisory Committee of the Rajya Sabha when they said that the Communications Ministry must be one of the three Ministries to be discussed in this session. That shows an awareness on the part of the people's representative about the importance of this Ministry. I feel rather flattered that I am presiding over the Ministry whose importance is now coming in for increasing recognition. Well, Sir, the field covered by the Ministry is very very large, and, therefore, the subjects or the points that come up are also large in number, extensive in their nature, and fairly deeply searching. The discussion here was very very constructive. There were criticisms. The criticism was rather barbed. It was well-intentioned, and I certainly thank all the Members who put forth their criticisms, put forth their suggestions, made their proposals and above all wished us well and wished us better success in our affairs. It is not obviously possible to refer to all the points made. Some of the speeches were really instructive. I do not want to mention all the names of the hon. Members. But your speech, Sir, the speech of Dr. Malcolm and the speeches of quite a number of other friends were really searching.

They made very very valid points. Unfortunately, time does not permit me to refer to each of those points in particular.

I would refer to the point made about the North-Eastern area. I do not want to speak long about it. Mr. Sharma made the point that the North-Eastern belt is covered by quite a large number of States and Union Territories, and that each State was under the administrative control of an officer of a lower rank. We had decided to bifurcate it, but on my visit there. I thought it better that officers of higher rank were placed in charge of each of the States or the Union Territories and that the PMG might control the whole area, giving these officers wider powers which will be good to make the service efficient, considering the nature of that area. That is why the bifurcation was given up, and incurring a larger expenditure, we have gone on arrangement for decentralisation, having officers of higher ranks in charge of each State.

A mention was made about TV to Srinagar. I have pleasure to inform the hon. friend that the matter is quite in hand, that the project is on and the target is somewhere about the Asiad time. The target is fixed for that. That is in our scheme. We are going ahead with it.

Sir, quite a number of points were made by Dr. Malcolm. Unfortunately, I have no time to go into them. On each of those points, we will certainly write to him. This is all I want to say.

About the PIN code, a mention was made. I have only to say that we have printed about 50,000 copies of the PIN code directory. These have been distributed. No amount will be a waste because the more the usage of the PIN code will be the more efficient the postal service will be. Therefore, that is an aspect on which considerable emphasis is given by us.

About other subjects, I have referred to them in my speech in the Lok Sabha, and they have been coming out. I do not want to refer to staff matters and all that. Now I will give an idea about what we did in

the last two years, and what the expansion programme now is. That would be a better thing to do.

But, Sir, before I do that, I must thank those of the hon. Members who made kind references to the Postal Department of the P & T and complimented us, my officers, my large number of employees, who are labouring from one end of the country to the other in the farthest and the innermost areas of the country, lacs of them, five lacs of them, working on the postal service. I am very sure that the words of compliment and recognition by the Members here will be a source of inspiration for them for added effort to carry it on. Our postal service has been the best in the world, and even today it is acknowledged to be the best. It is a huge operation that is going on—about 1,000 crores of articles being lifted every year from one end of the country to the other, and on the savings bank side Rs. 9,000 crores being collected from the rural areas. No nationalised bank can do it. The postal service is doing it. It has penetrated so far and so deep into the country and the service is fairly good. There will be slips here and there, but that is inevitable. Here I would just make one comparison. It was acknowledged that the postal service is good. We have got our own analysis. We analyse as to how many of the letters are being delayed. We have got our own methods. There is the test letter system and there are several other systems. On an average 6 per cent of the letters are delayed. The rest are delivered on time. Six per cent is fairly substantial number. Now in comparison to that, there is condemnation about the telecommunications. Now, if that is the criterion, I would say that the telecommunications will come out fairly very well. The delay in the delivery of letters, as I said, is on an average 5 per cent or 6 per cent. Do you know the number of wrong calls? The Estimates Committee said that the money that I am making on wrong calls is about Rs. 25 lakhs. I wonder whether anybody has calculated it. Twenty-five lakhs of rupees would approximately mean about 50 lakhs of calls. I have got a total of 25 lakhs of telephones, which means, it comes to two wrong calls per year per



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telephone. This is the result of an analysis by the Estimates Committee. We put through thousands of calls as test calls to see how many calls go wrong. In Bombay we do it, in Delhi we do it, in Calcutta we do it. We find that, for example, in Calcutta the wrong calls are to the extent of 0.8 per cent; in Bombay it is to the extent of 0.5 per cent; and here it is to the extent of three or four per thousand. This is what we have found. It need not be absolutely correct. All I am saying is that the extent of delay in the postal service which I mentioned is accepted as normal. Very generously and to my great satisfaction, you are complimenting the postal service and saying that it is fairly all right. On the other hand, there is condemnation all round of the telephone service. Well, that is the fate of the telecommunications department. I do not want to go further than that.

We must understand that when we started in 1947, we had just 80,000 telephones. This has expanded over the years and the expansion has been terrific. It is a fact that the technological instruments that we have, the cables that we have, the transmission systems that we have, are not the best and are not of the latest technology. We have been developing in our own way, in our own small manner. Self reliance has been our policy. Therefore, we develop our own transmission systems; we developed every one of those systems. Eighty per cent of the total switching equipment that we have is what is known as the strowger system, an old system. This is the equipment that we have. Quite number of them are aged. A large number of exchanges are still manual. About 1,400 exchanges are still manual. We are still manufacturing manual exchanges to be supplied to the villages. We have got our cables which are under attack whenever anybody is digging. We are facing all those difficulties. And there is demand coming up, and demand coming up means rush because in the exchange it is like motor car traffic. If there is only one motor car, it can just pass on. If there

are a huge number of motor cars going, there will be a jam at the junction and they just cannot go on. Mention was made here that abroad they say the telephone is absolutely all right. But there the density of the call per subscriber is 3 to 4, whereas the density of the call here is 15 to 20 per telephone. It is this that is coming in. The telephone exchange just cannot take it. And our officers in their anxiety to give more and more connections, just put more and more pressure on that, put all sorts of exchanges in the farthest areas, because they want to serve the people as best as they can, unaware of the incapacity of this equipment to carry the burden, and put up overhead wires, the wires snap here and there. One lineman takes care of a small exchange, he is unable to attend to the whole thing and the transmission system is rather not the most modern. It is under this pressure that the technology in our country is functioning. This was because we developed in our own way. We had our limitations. We could not import in a large measure and put in according to that. And the economic development has come up in a sharp manner. Therefore, the demand is overstepping all expectations the demand is coming up. Somebody says we have only six per thousand here, there they have 750 per thousand. You must understand that telephone communication cannot be injected into a country as a doctor injects something into our body. Telephone communication development will be determined by the pace of the economic development of the country. If the pace of the economic development improves, the demand for the telephone will come up. Our country has been dormant so far. But now it is picking up in a big way in the cities, in the rural areas. Therefore, a tremendous demand is coming up and the demand is resulting in pressure being put on the exchanges. Comparisons were made between our country and America. I have got before me one book which is very interesting. I have just glanced through the book and here is a quotation from it. It is about the situation in America, a criticism has come.—“I am sorry the monopoly you have reached is not in service.” That is the caption of the book. It is a criticism of the telephone

there. And it says: "The purpose of this book is to examine who, what, when, where and why the phone company's plunge from public servant to public enemy, why do operators seem to be getting ruder, dumber, clumsier and meaner, why are installers and repairmen incapable of accommodating the simplest request and performing the most elementary task, what has created the vast faceless phone company's bureaucracy that bounces criticism off it like a wall, what is being those fouled up bills, who is making the absurd policies and who is failing to combat them, what about the wrong meters and the inflated bills that are coming on, why has the most acclaimed technology on the face of the earth deteriorated into a ghastly morass of cross wires, overloaded circuits and melted cables?"—This is the blessed American system which you praise in the face of which you condemn the Indian telephone system. Wrong calls you spoke about. There is one incident here reported in "LIFE"—"LIFE" magazine.—"Early one morning in 1961 President Kennedy was in his bedroom when a special topsecret telephone began to ring—a direct line between the President and the strategic Air Force Bomber and Missile commands. The phone was to be used in the event of an impending attack. Kennedy expected the worst. He picked up the receiver. "This is the President" he said. There was a pause. "I must have the wrong number" came the startled voice at the other end. "I am trying to reach French Laundry".—This is their picture. Somebody was trying to get the laundry and he landed upon the President of the United States of America. Therefore, a wrong number is not a disease injected by Stephen. It is there in American also....

SHRI SHRIDHAR WASUDEO DHABE: It is global.

SHRI C. M. STEPHEN: Yes, it is global. It is everywhere. They have given a large number of incidents. It is after all mechanically operated and mechanical failures can take place. We will have to approach it in that manner. This is a simple thing. I will accept these criticisms, in a spirit of

NISHKAMAKARMA in the sense that my job is only to do the duty and to carry on regardless of praise and regardless of criticism.

I have got before me another book called "ELECTRONICS AND POWER", from its September 1981 issue I will just read a small portion. It reads thus:

"It is a curious fact, observed a British telecommunication engineer in 1911, 'that telephone administrations are unpopular all the world over', and the modern reader may feel that this is at least one aspect of telecommunication engineering that has changed little over the intervening 70 years. Whether or not we would nowadays think the fact curious, it undoubtedly does seem to be the case that telephone administrations throughout the world, whether large or small, well managed or badly managed, private sector or public sector, all attract a degree of criticism from their customers that is unparalleled even in the case of other 'utility' organisations."

Well, I am part of the world and I must get accustomed to it. I must live with it and we Ministers and our officers are now very sure that we cannot win over people and we will have to live with these criticisms. The only question we must ask ourselves is whether we are doing our best. We have a monitoring system. We have barometers to find out this and we satisfy ourselves that we are doing our best. It is this picture that I want to present to you. In all sincerity and with a sense of honesty I must report to this House that I will get every aspect of the criticisms examined, namely, wrong calls, whether the calls fructify, the time that is taken to fructify the calls and the trunk deficiency. All these are barometers which we are continuously examining and I am personally satisfied that the system is steadily improving and steadily improving. It is always a cycle of criticism, rectification, improvement and still criticism, still rectification and still improvement. This will go on. However much we may improve, if what I said could be the situation in America with all the advanced technology operating there, we in the Department must be prepared to a situation in which there will be brickbats and

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kudos. Kudos will inspire us and if there is a very harsh criticism we feel it is rather ill-informed or the person who criticises does not know exactly what he is saying. We will do our duty and we will go on doing it.

I might just tell you that after coming to this Department every morning when I say my prayers with the Bible, I remind myself of that great verse in the Bhagwat Gita which says:

KARMANYEVADHIKARASTHE,  
MA PHALESU KADACHANA  
MA KARMAPHALA HETHUR-  
BHARMA TE SANGOSTWAKAR-  
MANI.

I remind myself of this. Your duty is to work. Work is always your entitlement, not the fruits thereof. This is the thing I am telling my officers. It is in this spirit that we in the Ministry go on.

Now I will come to some other points and cover them quickly in the next five or ten minutes. Immediately after I assumed office in this Ministry, I appointed a task force each for Calcutta and for Delhi to analyse and find out what exactly is bad about the system. And we got the report also. This report is being implemented vigorously. In Bombay a Committee was appointed and there also the implementation is going on. In Calcutta it is going on very, very vigorously. Several steps have been taken to improve the position. Then again the Sarin Committee was appointed by me. The Sarin Committee has covered the entire field and they have given us 434 recommendations and all those recommendations are not like the recommendations of the other committees. They are not merely at the stage of consideration. Decisions have been taken. Those recommendations are under implementation. They are not at the stage of consideration. The consideration stage is over and they are under the stage of implementation and we are going ahead with that. Rural telecommunication is a weakling as far as we are concerned. Therefore, we appointed a Committee under Dr. Hajela and he has submitted a report which has been accepted by the

Sarin Committee and very revolutionary proposals have been put forward and we are trying to implement those proposals. The coming one or two years will witness implementation of certain proposals which are going to change the face of the rural areas as far as India is concerned.

Then again I realised that over the years the inspection machinery had slackened and, therefore, a Committee was appointed to streamline the inspection machinery and they gave us certain proposals and they have been given the highest position in our priority and they are moving forward. When the inspection started from exchange to exchange, demands came forth for spare parts and in spare parts we are weak and, therefore, we have to concentrate our attention on giving spare parts to the fields so that whichever equipment we have may be as efficient as possible and this problem has been tackled. We are putting our entire efforts for the purpose of getting our spare parts for the equipment and the flow of spare parts and the raw materials has started for this purpose and I have even directed the ITI to stop production of exchanges for the time being and said that they must put their entire effort to giving us more and more spare parts so that those exchanges that are there may not be starved of spare parts and the maintenance may be brought up-to-date. I am only saying this to show that we are not sleeping over it, but we are looking into it to find out what exactly should have been there.

Then there is the customer and the customer is the most important person for us. It has been repeatedly said that Mr. Stephen is a rash man who said in Calcutta that if a person's telephone does not work, he should put it back or return it to the Department or something like that. I repeatedly stated here that I had never said that. But I am not taken on my word and, therefore, I have now learnt to live with that and go ahead.

Well, Sir, we consider the customer as the most valuable man as far as we are concerned. We have opened Customer Service Centres in the different areas, in the different metropolitan cities and outside also where any customer can walk in

and get the information. Another thing: We have opened Complaints Cells also in all the cities and there is a standing order that a complaint of a customer who comes, which is given in writing, must be entered in the register and the acknowledgement must go within 48 hours' time at the latest and if there is any deviation, I must consider that to be the biggest act of indiscipline and worthy of the greatest punishment and this sort of Complaint Cells have been opened throughout the country and I am happy to find, on inspection, that these Complaint Cells are working well. Now the question is that nothing of these things will be of any help unless I am able to meet the demand. The demand is mounting up. Last year, it was only about 4 lakhs which was on the waiting list and we have supplied 1-1/2 lakhs of new exchange lines. Today, the demand is about six lakhs. As I said, after I supplied this much, the demand has shot up to six lakhs and we are scheduled to supply about three lakh lines of exchanges next year. We are planning for that purpose, not by import alone, but looking forward we have taken certain steps to meet the demand in the different areas, in the area of the telephone instrument, in the area of the switching equipment, and in the area of the transmission equipment. In all these three fields, production capacity has got to be built up and we have been building up in a small manner. But this will not do and, therefore, we have got to come to certain arrangements with collaborators, and collaboration arrangements are now going ahead. In the case of telephone instruments, we have put forward global tenders and the global tender is at the stage of finalisation. In many of the transmission media or what we call FDM and PCM, this collaboration is at the stage of finalisation. And we have now programmed, as was mentioned here, to give digital electronic switching equipment one million per year and with these we are going ahead.

Sir, after I assumed charge, the capacity in the factory was expanded with another two lakhs of crossbar exchange and I am glad to announce in this House that as per the programme, production is to start by the middle of the next year. But we have put the pressure in such measure

that the Manager came to us two days back and told that he expects the production to start by October this year. The production will be starting forthwith, which means that with this challenge, we have seen, that unless we are able to meet it, foreign exchange will flow out and we will not be able to meet our demand. And, therefore, looking to the future, our needs are to be met by the production here alone. Expeditious steps are being taken. Proposals which were remaining in the shelves have been pulled out and we are now going ahead with it.

Telephone instrument is the second weak point. We have analysed that forty per cent of complaints are because of telephone instruments which are not of the best quality. But I must say that the telephone instruments we have today are instruments which were designed by our own engineers. It is our machine that we have built up. It has been upgraded. But the telephone instrument has also gone far ahead. Today we have got the capability to produce 5.5 lakhs of telephones. That is just what we need today. But by 1985—we will be needing 9 lakhs of Telephones per year, which means that there is going to be a gap. This gap has got to be filled up. By the end of this decade, the total requirement will be of the order of 19 lakhs of telephones per year. Unless we take care of that, we will be completely sunk, and therefore steps were taken for collaboration. That collaboration also is at a particular stage of finalisation. Instrument expansion has got to take place for this, otherwise difficulties can arise. This also is another aspect and we are going ahead with it.

Sir, we have trunk exchanges going across. This has got to have transmission line. That transmission line which we call FDM, today we are manufacturing. Another is PCM. It is being manufactured in Naini factory. This is of lower capacity. Its upgradation for higher capabilities is necessary. Unless it comes, adequate trunks cannot be provided. It is no use blaming officers only. Unless we get proper transmission lines, trunks cannot get across. And with the pressure coming on, a number of channels must be available, otherwise it will get just jammed in and

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no calls can get through. There are steps being taken to expand our manufacturing position. We are going ahead with it, and I am absolutely sure that we will be able to put up our expansion capability very quickly.

The other thing is trunk automatic exchanges. We do not have enough. This has got to be expanded. People speak about the STD. Trunk automatic exchanges are necessary. We have got the Palghat Factory. We have put forth global tenders to expand the Palghat factory for the production of electronic trunk automatic exchanges. This has got to come and these steps have also been taken, Sir.

Expansion of telephone factories has got to take place. It has also been programmed. The curā is to build up our capability by our own self-reliance to meet the bounden demands in the country. In the Five Year Plan there is a huge operation. The demand of tele-communication is going to be staggered. We are planning out the expansion.

For the improvement of infrastructure, a number of steps have been taken. We have got our wiring. This wiring has been of aluminium. Aluminium becomes brittle and therefore calls do not get through. A massive programme has been chalked out. It is being implemented. Aluminium wires must be replaced by copper wires within the houses. This is being done.

Calcutta was mentioned. Calcutta is being specially treated. In Calcutta certain exchanges are being linked up by the radio line. It is being linked up because in Calcutta cable is a difficult area. We are grappling with it. In Calcutta, attention is being given to ducting. It is put into concrete ducts. A huge expansion has taken place. One kilometre of ducting costs Rs. 15 lakhs. Nevertheless, the ducting programme has been undertaken in Calcutta and Delhi and in certain other metropolitan areas also it is being done.

There is gas pressurisation of cables so that the communication may get across and the rains may not affect the working. That has also been taken up in a very massive manner. About 25000 kilometres of lines have got to be pressurised. We have completed almost about 18000 kilometres of lines which have been gas pressurised.

In the last year, certain very significant steps have been completed. We have linked up Penang with a submarine link. We have linked up the surrounding countries also. We have linked up Sri Lanka, Bangladesh, Nepal. The links with Pakistan and Nepalese about to be completed. The surrounding countries have been linked up in the course of the last year.

We have linked up Soviet Russia with a Troposcatter—Link. These are all significant developments. We have got an arrangement with the U.A.E. for a link up with the Persian Gulf countries. That means that the submarine cable will be completed for the entire global link up when Bombay is linked with the Persian Gulf. Bombay to Madras will be connected with the microwave service in order to serve the international communication belt. These are the revolutionary steps we are taking and we are going ahead with an eye on the future. The future will certainly get the benefit of these steps that we are taking now.

Another very important step that was mentioned was about the multi access radio system to Mizoram, Arunachal Pradesh, Jammu and Kashmir. In the far off areas of Himachal Pradesh and the hilly areas, telecommunication is provided by the overline system. That system collapses. We will cover it with a new system of multi-access radio system which will cover about 25 kilometres and the subscribers, limited in number, can get to the central exchange by this radio system. That is being attended to. A few pieces have been imported and these are being installed in different areas.

Rural telecommunication system is priority No. 1 for us as far as the future is concerned. India lives in villages. Our

villages are becoming conscious. They want to be connected with the adjoining areas. They do not want to be connected by dead lines and by the anti-deluvian equipment. They want the very best of it. That is why we appointed a Committee and called for their proposals. An integrated digital switching system, that was mentioned about, has come into being. It is being started. We are going to start it this year or by the next year at the latest. We have selected four districts for this year. In the next three years, we will perhaps cover 18 districts. By the end of this decade, all the districts all over the country can be covered by this digital network. One district will be linked with the rest of the districts by the most efficient transmission lines.

There are building problems and all that. There is the problem of Directory Enquiry. All these problems can be handled only by computers. We are installing computers in all the four metropolitan cities. There is increasing pressure of work and new devices are being put forward.

Telegram delays were mentioned. Telegrams are being handled and there is considerable improvement. The barometer is that the number of telegrams that we send by post has been going down and now it has come down almost to nil. We have been sending telegrams by post. This problem was handled by us. Today it has come down drastically from a very high percentage to just 1.5 per cent. This is all the level to which it has come to. I do not want to carry on long because it is already late. I do not want to tax the patience of the hon. Members and of the Vice-Chairman who is also becoming restive and, therefore, I would rather stop. I would only say this much, when you brought the question of telecommunication, when you say that there is a wrong number, I will say, wrong call there will be. When you say the line is going out of order, always that may happen. Whatever may be the reason, your line may go out of order. It takes time to rectify. Well, Sir, there are forces and failings. It is nothing new. That will continue to be. That is why I said anywhere in any sys-

tem, in the most advanced system, this in-built difficulty is there. But then you will have to approach this with the question as to what steps have been taken to improve it. The barometer to assess the performance of the Ministry is, what has been done to improve it? I was only making an endeavour to submit to you, Sir, that in the course of the last two years, very forward-looking steps were taken, and our production capacity is increasing. The day is going to be over within two or three years when we will have to look across to the foreign countries for meeting our requirements. We are building up our capacity in such a manner that whether it be in the switching area, whether in the transmission area, whether in the instrument area or in every one of these areas, we will be able to produce whatever we need to meet the incoming demand of the people with the latest of technology. I could only say, Sir, that by 1990 the picture of India will be much better than any other country because we are only beginning to expand. Expanding 25 lakhs is nothing. Millions of lines will have to be added and those lines which will be added on will be the digital electronic system. Whereas in the foreign countries they reached a saturation point. They will not be able to add their digital system into that until the life is over so much so, I may be in a position to say that at the end of this decade the electronic system, percentage-wise, in India will be higher than the percentage of electronic system in any other country anywhere in the world. We are looking forward with that perspective and improvement is absolutely definite. I would also say that there was a circumstance of indiscipline among the staff. People have been telling me to do this and that. I have been going round the country, appealing to them, to their sense of patriotism, to what they have got to do to serve the people. This is what we have been appointed for, to give tongues and ears to the people in this country from Kashmir to Kanyakumari, to communicate to one another. This is the sacred duty and avocation that providence has bestowed upon them. And I have appealed to their sense of patriotism, seeking to instil in them a sense of patriotism rather than the big

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stick, rather than the suppression. It is the appeal to their patriotism that will have its effect. And I am absolutely sure it is having its effect, and discipline is coming back to the Department with an intention to serve the people better. I am absolutely certain that the coming year will be an year when the two years of effort will be manifesting itself in rather spectacular manner, and next year, when I come before this House, I will be able to come with a report which, of course, will receive still bricks and battings but also a little more of roses and of praises.

**SHRI AMARPROSAD CHAKRABORTY:** Regarding the employment position staff benefits, etc. you have not said a single word.

**SHRI C. M. STEPHEN:** About the staff position, Sir, the standing complaint of the staff was that there was a staff shortage. It was a challenging job for me. I made an announcement here in Rajya Sabha on the spur of the moment that as an answer to the vacancy position, I am starting what is known as the trained reserve pool. This was being built up. Our programme is that we will calculate our requirements for the next five years and the total number of these people will be recruited. They will be given a complete training. They will be kept. And as and when the vacancy arises, they will be put into it. Once they are taken in, the age will not be a bar for them. They are being given training. Some may drop out. It does not matter. They will go on for some other job. We will fill up. By filling up these vacancies, the shortage position will be completely met. The other staff problems there are; he knows better than anybody else that we have got a depart-

mental system where negotiations do take place. I am not a man who is rigid. To the extent possible their demands will be met and there are not many such demands. They have got two promotion problem there. I have told him that this is an inter-departmental matter and I am putting my best to see that this proposition is solved as best as possible. Well, Sir, the staff belongs to us and this P&T department is a family of eight lakhs of staff members. The P&T means a family of these staff members, nobody else. It is they together, come together, take over the task of serving the rest of the people in this country. I have told the staff, there may be problems inside. Let us collectively try to solve that problem. But as far as the people are concerned, we have got to make a collective commitment to serve the people. We will deal with the demands. But if a demand is made to hold the people as hostages and to seek a solution to the demands, my answer will be a definite No. On the other hand, by serving the people and putting the demands forward my answer and the answer of the officers of the department will absolutely be positive and we will be trying our best to solve those problems.

Sir, I thank again for all the good words, the criticism levelled and the compliments given, the encouragement voiced and that has given us inspiration to go further ahead in the service of the people.

**THE VICE-CHAIRMAN (SHRI R. RAMAKRISHNAN):** The House stands adjourned till 11 A.M. tomorrow.

The House then adjourned at thirty-two minutes past seven of the clock till eleven of the clock on Thursday, the 29th April, 1982.