

3 the answer that the Minister will give that no specific name was mentioned?

SHRI BHISHMA NARAIN SINGH: i, your comparison with any member the Cabinet is not correct.

SHRI PILOO MODY: He gets it in his lividual capacity, but the fact remains at he is a Member of the Cabinet. There 2 50 members of this Committee...

SHRI BHISHMA NARAIN SINGH: DA considers every individual case on erit. Just now the hon. lady Member is mentioned these names and I have Id her that I will furnish the informa->n to her. What more do you want?

SHRI PILOO MODY: The names may ; mentioned to her, not by her. You lould have mentioned the names to her ter finding out.

MR. CHAIRMAN: That is all right.
(Interruptions)

SHRI PILOO MODY: Madam, I do not eed a translator. I also understand the lotive a little better.

MR. CHAIRMAN: I don't think any turther...

SHRI SAT PAUL MITTAL: Is Mr. •iloo Mody to be allowed to speak on behalf of every Member of the Opposition?

MR. CHAIRMAN: Question No. 405. vfr. Piloo Mody is still going on.

SHRI VUAY N. PATIL: He does not illow others to go on.

मध्य प्रदेश के धार जिले में कुशी में टेलीफोनों का कार्यकरण

* 405. श्री प्यारे लाल खण्डेलवाल : †
श्री लखन सिंह :

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार को मध्य प्रदेश में धार जिले के कुशी के टेलीफोन धारियों

से टेलीफोन के काम के बारे में शिकायतें प्राप्त हुई हैं ;

(ख) क्या सरकार को एक ऐसी शिकायत भी प्राप्त हुई है कि कुशी के टेलीफोन विभाग के कर्मचारी जानबूझकर टेलीफोन रखने वालों को परेशान करते हैं ; और

(ग) यदि हां, तो इन शिकायतों पर सरकार ने क्या कार्यवाही की है ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI VUAY N. PATIL): (a) Yes, Sir, the "complaints" cell in the exchange keeps a record of the subscribers' complaints.

(b) Yes, Sir.

(c) The telephone of the complainant referred in para (b) above was set right and a satisfaction note was given by the subscriber. The lineman against whom the complaint was made has been warned. Other complaints as and when received are also attended to and the faults cleared promptly.

श्री प्यारे लाल खण्डेलवाल : श्री मान टेलीफोन विभाग किस तरह से काम करता है इस से सदन के सभी माननीय सदस्य परिचित हैं । जिस स्थान के बारे में मैंने यह प्रश्न लिखकर दिया है, हमारा प्रश्न जिस संबंध में है, वह इसका छोटा सा हिस्सा है । प्रश्न यह है कि वहां और अन्य सभी जगहों पर टेलीफोन उपभोक्ताओं को जो परेशानी है वह केवल टेलीफोन विभाग की मशीनों की गड़बड़ी के कारण ही नहीं हैं, बल्कि कर्मचारियों की गड़बड़ियों के कारण भी होती है । मैं मंत्री महोदय से पूछना चाहता हूं कि इस संबंध में जो शिकायत की गई है, कर्मचारियों के बारे में, उसके ऊपर क्या कार्यवाही की गई है ? पहली बात मंत्री जो यह बतायें ।

दूसरा प्रश्न मैं यह पूछना चाहता हूं कि छोटे स्थानों पर टेलीफोन विभाग की

†The question was actually asked on the floor of the House by Shri Pyarelal Khandelwal.

मशीनें जो होती हैं, उनके रख-रखाव की किस प्रकार व्यवस्था की जाती है? उनके रख-रखाव के लिए खराबी की शिकायत मिलने पर उनको एक निश्चित अवधि के अन्दर दुरुस्त किया जाता है अथवा नहीं?

SHRI VIHAY N. PATIL: Sir, I have already explained that the Lineman who was responsible for such behaviour and out of which the complaint arose, has been warned. As far as the maintenance of the exchange is concerned, in this particular exchange there is no engine alternator but, in due course, it is to be expanded from 20 to 100 telephone lines and necessary arrangements for proper maintenance will be made.

श्री प्यारे लाल खण्डेलवाल : श्रीमन्, गम्भीर आरोप के लिए चेतावनी दे देना यह कोई सजा नहीं होती। जब बार-बार किसी कर्मचारी के खिलाफ शिकायत है, उपभोक्ता परेशान है, टेलीफोन विभाग का भी इसमें नुकसान है, चेतावनी देने से समाधान नहीं हो सकता। इस सम्बन्ध में क्या आपने कोई और दूसरी विभागीय कार्यवाही की है, इसको बताया जाये।

श्री विश्व एन० पाटिल : बानिग जब दण्ड्य होती है वह उन के सर्विस रिकार्ड में दर्ज की जाती है,

in writing in the service record. It is a serious, deterrent punishment—issuing a warning in writing. Verbal warning is not that deterrent, but written warning is deterrent. Secondly, we are having a very good performance in this exchange as compared to the average of the Madhya Pradesh Circle.

श्री प्रकाश मेहरोत्रा : मान्यवर, मध्य प्रदेश तो बहुत दूर है। इसी सदन के आगे इन्टर लाबी में टेलीफोन भी प्रायः खराब रहते हैं इस वक्त भी क्वेश्चन आवर के बाद अगर मंत्री जी जाकर देखें तो खराब है। मैं मंत्री महोदय से जानना

चाहूंगा कि क्या वे कुछ व्यवस्था कर रहे हैं ताकि कम से कम इन्टर लाबी के जो टेलीफोन हैं वे तो ठीक रहें।

SHRI C. M. STEPHEN: Sir, I am sorry that this allegation has been made. The other day also the allegation was made. There are top officers on the spot in charge of the telephone lines in the House and every half an hour it is being tested to see whether the telephone is functioning. We can make allegations but they have to be absolutely factual. (Interruptions) I can accept the challenge to ring up and whether the telephone is functioning. (Interruptions) You can try and tell me. Whenever an allegation—which is well founded—is made. I generally acknowledge it here and see that things are all right, but to make an allegation that the telephone in the Inner Lobby is not functioning is a serious allegation. (Interruptions) That is why I am saying it. I want to clear it. We have got our top officers. (Interruptions)

SHRI B. D. KHOBRA: You telephone. . . (Interruptions)

SHRI C. M. STEPHEN: I am telling, it is working. Anybody can ring up and see. That is all I want to say about it. Top officers are on the spot in charge of it and every telephone is being tested within a duration of half an hour to see whether it is working or not. This is the position. This is the arrangement that is now being made. Therefore, all I say is, the best of effort is being made. As far as this particular telephone exchange is concerned, it is a very small telephone exchange with just 50 lines. It is a manual exchange and I find that telephone effectiveness is one of the highest—78 per cent, 79 per cent, 83 per cent, as far as this particular exchange is concerned. Also, the average duration of calls is 2.1 hours, 1.2 hours and all that. That shows that even in an exchange which is working so efficiently and so effectively, you cannot expect a higher percentage of effectiveness. Complaints are there. The complaint here was that when the Lineman was passing by the shop of the subscriber, he said something which was rude. That line was

out of order. The fault was rectified immediately and a "satisfaction note" was obtained from the subscriber. That is on my file. Let us not be so sensitive about these things. Even in an exchange which is so effective and efficient as this one—'as can be shown by the record—complaints are there, complaints will be there, and complaints are being attended to continuously.

श्री रामेश्वर सिंह : श्रीमन् . . .

श्री समापति : आप जरा बैठिये ।

श्री रामेश्वर सिंह : श्रीमन्, सत्ता पक्ष के लोग कह रहे हैं गेहरोवा जी सत्ता पक्ष के लोग हैं वे कह रहे हैं कि परमानेंट खराबी है। तो यह परमानेंट खराबी बराबर रहेगी ?

श्री प्रकाश गेहरोवा : मैंने परमानेंट नहीं कहा। मैंने कहा कि प्रायः खराबी रहती है, इस वक्त भी खराब है। परमानेंट नहीं कहा और मेरा निवेदन है . . . (इश्वरान)

SHRI B7 D. KHOBRAGADE: Why don't you cancel the connection if the phone is not functioning properly?

SHRIMATI PURABI MUKHOPADHYAY: Mr. Chairman, I had got a bill showing 8,444 extra calls from my telephone. I wrote to the General Manager, giving a copy to the Liaison Officer in charge of telephones here in our Secretariat, and I got a funny reply. In my letter I wrote that this was the period when the General Elections were taking place and that my house was under lock and key. In his reply he is saying that on certain days on an average 1,000 or 2,000 calls were made from my telephone. This was when (he house remained under lock and key. And he said, "Can you explain. . . ?"

MR. CHAIRMAN: Had the hon. Member shown this to the Minister earlier or is she just bursting this on the Hon. Minister for the first time? Then everybody will bring up.....

SHRIMATI PURABI MUKHOPADHYAY: I did not think it necessary for me to pursue the matter. It only shows the utter callousness of the Ministry, because he was asking me: "Can you

explain those telephone calls?" I said, "my house was under lock and key. You please check the meter and see whether it had been manipulated by somebody." He, in his letter, had asked me to explain those calls.

MR. CHAIRMAN: Personal grievances you have to take care of. That is all. As everyone of us has a telephone and sometimes it has gone out of order, at this rate, we will be taking up only our own grievances. I do not think that I will allow personal questions to be raised here. Q. No. 406.

SHRI HAREKRUSHNA MALLICK: Sir, I have a submission in this regard.

MR. CHAIRMAN: Then everybody will bring up his complaint.

SHRI HAREKRUSHNA MULLICK: I have only one submission.

MR. CHAIRMAN: No, it is over.

SHRI HAREKRUSHNA MALLICK: Just one small submission.

MR. CHAIRMAN: Please sit down.

*406. [The questioner (Shri Bhanu Pratap Singh) was absent. For answer vide col. F 32 infra]

Setting up of Agriculture University in Maharashtra

*407. SHRI ARVIND GANESH KULKARNI: DR. BHAI MAHAVIR:

Will the Minister of AGRICULTURE be pleased to state:

(a) whether the Central Government have received any application from the Government of Maharashtra to start a new agriculture university called "Konkan Krishi Vidyapeeth"; and

(b) if so, what are the details in this regard?

THE DEPUTY MINISTER IN THE MINISTRY OF AGRICULTURE AND RURAL RECONSTRUCTION (MISS KAMLA KUMARI): (a) No, Sir. The

The question was actually asked on the floor of the House by Dr. Bhai Mahavir.