

RAJYA SABHA

*Friday, the 16th December, 1977/the
25th Agrahayana, 1899 (Saka)*

The House met at eleven of the clock,
Mr. Deputy Chairman in the
Chair.

ORAL ANSWERS TO QUESTIONS

Selection of Telephone Operators in the Delhi Telephones

•661. SHRI F. M. KHAN: Will the
Minister of COMMUNICATIONS be
pleased to state;

(a) whether it is a fact that a test for
recruitment of telephone operators in the
Delhi Telephones was held in March,
1977;

(b) whether the candidates who were
selected on the basis of the test and were
medically examined have been called for
training;

(c) if not, what are the reasons
therefor; and

(d) by when they are likely to be
called for training?

THE MINISTER OF STATE IN THE
MINISTRY OF COMMUNICATIONS
(SHRI NARHARI PRASAD SUKHDEO
SAI): (a) Yes, Sir. The general
knowledge-cum-intelligence test held in
March, 1977.

(b) Yes, Sir. Two hundred fifty four
candidates were selected and have been
medically examined. 150 have been
called for training and only 120 have
responded. 60 of them have already been
trained and appointed. The balance 60 are
under training in two batches and will be
appointed on completion of their training
in January and February, 1978.

(c) Balance 104 on the select list are
yet to be called for training. The reason
for the delay in their training is that
anticipated vacancies for which the
recruitment was made have not yet come
up.

(d) The balance 104 candidates are
likely to be sent for training within the
next six months.

SHRI F. M. KHAN: Sir, it is very
unfortunate that the certificates of all
these candidates, the original certificates,
have been kept with the department and
these younger people cannot even apply
for jobs anywhere else. Whatever number
they want to train, they could train them
instead of keeping their certificates for
the last one year. They are unnecessarily
harassed, they do not have any
opportunity even to go somewhere else
for any other kind of work. Sir, there is
also another big rumour going on that the
officers have been employing temporary
hands in the department; instead of
hastening the training process, they take
their own relatives for the temporary jobs.
I would like to know the number of such
people also, if it could be given otherwise
later on it could be given. A lot of
temporary hands have been kept so that
the training is stopped, and the object of
the Government to provide employment
to these people is not fulfilled because the
official side is not co-operating.

SHRI NARHARI PRASAD SUKH-
DEO SAI: We have not received such
complaints.

MR. DEPUTY CHAIRMAN: The hon.
Minister has clearly stated that all of
them would be called within the next six
months. They should be satisfied.

श्री हर्षदेव मालवीय : मान्यवर, यह जान
कर मुझे बड़ी खुशी हुई कि टेलीफोन ऑपरेटर
रखने में किसी किस्म का टेस्ट लिया जाता
है। मगर दिल्ली में टेलीफोन ऑपरेटरों को
क्या यह भी बताया जाता है कि जब कोई
188, 199, 197 पर फोन करे तो उससे
तमीज़ के साथ बात करनी चाहिए। मान्यवर;
दिल्ली में टेलीफोन पर बहुत ही बदतमीज़ी
होती है।

दूसरी बात मैं यह कहना चाहता हूँ कि
टेलीफोन पर रॉग नम्बर बहुत आते हैं।

आज सुबह से ही मेरे घर पर 6-7 रांग नम्बर आ चुके हैं। ऐसी टेलीफोन के संबंध में अंग्रेजों की मची हुई है। पहले तो किसी का नम्बर मिलता नहीं है और अगर मिल भी जाता है, तो रांग नम्बर मिलता है। यह जो गड़बड़ी है, यह बहुत ही दुःख की बात है। किसी भी टेलीफोन वाले से पूछ लीजिए, इतने संसद-सदस्य बंटे हुए हैं, किसी से पूछ लीजिए, टेलीफोन की बड़ी शिकायत है। असिस्टेंट का नम्बर मिलाओ तो घंटी बजती रहती है, कोई उठाता नहीं है? तो मेरा निवेदन यह है कि अगर आप ट्रेनिंग बगैरह देते हैं तो थोड़ा-सा उनको यह भी बताइये कि कैसा व्यवहार करना चाहिए। साथ-ही-साथ एक बात और मैं यह कहना चाहता हूँ कि हम घर बैठे रहते हैं, लिखते रहते हैं, काम करते रहते हैं, टेलीफोन की घंटी बजती है, तो हम घंटी सुनने के लिए जाते हैं, तो रांग नम्बर होता है। माननीय मंत्री जी से मैं कहना चाहता हूँ कि वे इस विषय में सुधार करें तो आपकी बड़ी कृपा होगी।

श्री नरहरी प्रसाद सुखदेव सई : उप-सभापति महोदय, यह 30 साल से आदत खराब हो गई है, उसको हम लोग दुरुस्त कर रहे हैं।

श्री हर्षदेव मालवीय : मैं समझा नहीं
(Interruptions)

SHRI HARSH DEO MALAVIYA: Will you kindly ask the Minister to repeat? I have not followed what he said.

श्री नरहरी प्रसाद सुखदेव सई : पहले उनको 2 महीने की ट्रेनिंग दी जाती है और फिर एक महीने की एडवांस्ड ट्रेनिंग दी जाती है। इसके बाद ही उनको काम में लिया जाता है।

श्री हर्षदेव मालवीय : कोई फल तो दिखाई नहीं देता।

SHRIMATI SUSHILA SHANKAR ADIVAREKAR: Sir, I hope some complaints have also reached the hon'ble Minister regarding female

telephone operators who are working there. They cannot get certificates unless and until they entertain the officers concerned. Is this true? If it is so, will the hon'ble Minister do something about this and ask the officers concerned to see that they do not do such things with the girls and harass them? In this way they have to spend money on entertaining these officers.

SHRI NARHARI PRASAD SUKH-DEO SAI: If there are any complaints in this respect they will be looked into. I am afraid we have not received any such complaints which the hon'ble Member made.

SHRI KHURSHED ALAM KHAN: It is free of complaints.

SHRI G. LAKSHMANAN: The Minister replied that at first soma test is being held for selection of telephone operators. I am of the opinion that firstly they are selected based on marks. That is the procedure of training as far as the Tamil Nadu Circle is concerned. May I know, Sir, whether there is any deviation from the procedure which is followed in Tamil Nadu and the procedure which is allowed in Delhi? Is it that at first they are selected based on the basis of marks, and then they are asked to undergo a test, or is there a direct test for the selection of telephone operators?

SHRI BRIJ LAL VERMA: What the hon'ble Member said, is correct.

SHRI KHURSHED ALAM KHAN: May I know from the hon'ble Minister how long this period of thirty years is going to haunt them? Sir, even last time I made a request to the hon'ble Minister to try himself and find out the difficulties about these telephones. I think it is necessary that the telephone user should also get some training regarding the use of telephone directly because we do not get the correct numbers at all. What is the difficulty in getting the correct numbers? Will he enlighten us on this subject?

SHRI BRIJ LAL VERMA: I know that your complaint is correct but it will take some time because the system is defective. We are correcting it and going on that line.

PROF. S. NURUL HASAN: Sir, the hon'ble Minister is very certain that the habits of thirty years have to be changed. One of the habits of the last thirty years was that the Ministers used to take notice of complaints or letters sent by Members. Apparently, Sir, that tradition is also being given up wherein the Ministers acknowledged letters from Members of Parliament. Sir, wrong billing is continuing. Complaints are made by Members. There is no indication from the Department to see whether they are being looked into, whether they are wrong or right.

SHRI BRIJ LAL VERMA: Sir, we always reply to the Members of Parliament. This is never avoided. If anything comes to my notice I will see to it that it is correctly replied to. It has been the convention and it is also my duty to reply to their letters. And they are replied to.

SHRI OM MEHTA: He put the question about wrong billing. Let him reply.

SHRI BRIJ LAL VERMA: May I know, Sir, whether this question arises out of it?

SHRI NARASINGHA PRASAD NANDA: May I know, Sir, whether training is also imparted to operate ghost telephones?

SHRI F. M. KHAN: Sir, about the original certificates of the candidates that are kept with the Department, he has not answered. So, I would like to seek a clarification whether the original certificates will be handed over to those who want them back. I would like to have a specific reply to this.

SHRI BRIJ LAL VERMA: If the candidates want the original certificates, they will be given back to them.

Commemorative Stamp in Honour of Mahatma Jotiba Phooley

*662. SHRI DEORAO PATIL:† SHRI S. W. DHABE; SHRIMATI SUSHILA SHANKAR ADIVAREKAR; SHRI BAPURAOJI MAROT-RAOJI DESHMUKH:

Will the Minister of COMMUNICATIONS be pleased to state to refer to the answer to Unstarred Question 335 given in the Rajya Sabha on the 18th November, 1977 and state:

(a) whether Government have issued a commemorative stamp on the 28th November, 1977 in honour of "Jotirao Phooley" and not in honour of "Mahatma Jotiba Phooley";

(b) what are the reasons for the omission of 'Mahatma' from before the name and wrong depiction of his name; and

(c) what remedial steps are proposed to be taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI NARHARI PRASAD SUKHDEO SAI): (a) A commemorative stamp in honour of Jotirao-Phooley was issued on the 28th November, 1977.

(b) There is no wrong depiction of his name.

(c) Does not arise.

श्री देवराव पाटील : उपसभापति जी, हम संचार मंत्री का अभिनन्दन करते हैं कि उन्होंने महात्मा जोतीराव फूले की स्मृति में डाक-टिकट जारी किया। हमने जो प्रश्न पूछा था 18-11-1977 को, अतारंकित प्रश्न संख्या 335, उसमें स्पष्ट रूप से कहा था कि महात्मा जोतीराव फूले की स्मृति में टिकट जारी करेंगे या नहीं और दस दिन के बाद 28-11-1977 को वह टिकट जारी किया गया।

†The question was actually asked on the floor of the House by Shri Deo-rao Patil.