

## 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 opera-  
tors 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 COMMUNICA-  
TIONS (SHRI NARHARI PRASAD  
SUKHDEO SAI): (a) Yes, Sir.  
The general knowledge-cum-intelli-  
gence 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 ap-  
pointed. 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 certi-  
ficates, have been kept with the de-  
partment and these younger people  
cannot even apply for jobs anywhere  
else. Whatever number they want  
to train, they could train them ins-  
tead of keeping their certificates for  
the last one year. They are unneces-  
sarily 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 go-  
ing 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 अप्रेंटिस  
रखने में किसी किस्म का टेस्ट लिया जाता  
है। मगर दिल्ली में टेलीफोन अप्रेंटिसों 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 रांग नम्बर बहुत आते हैं।

आज सुबह से ही मेरे घर पर 6-7 रांग नम्बर आ चुके हैं। ऐसी टेलीफोन के संबंध में अंधेरगर्दी 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 संसद्-सदस्य बैठे हुए हैं, किसी से पूछ लीजिए, टेलीफोन की बड़ी शिकायत है। असिस्टेंट्स का नम्बर मिलाओ तो घंटी बजती रहती है, कोई उठाता नहीं है? तो मेरा निवेदन यह है कि अगर आप ट्रेनिंग वगैरह 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 एडहोक 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 some 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 Phoolley

\*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 Phoolley" and not in honour of "Mahatma Jotiba Phoolley";

(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 Phoolley 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 Deorao Patil.