

any other dues payable to such of the employees who are being taken by the MOIL. In regard to such of the employees who do not opt to join MOIL, it shall be the responsibility of the CPMO to settle their accounts.

SHRI N. K. BHATT : I fully appreciate the point of view of the Government with regard to the position of the CPMO. Well, it is up to them to tackle the situation in the best way. I would like to tell the hon. Minister that a very important potential manganese mine in Dongri Bozuruq in Maharashtra is lying closed for quite some time. This mine belongs to the CPMO. The CPMO is not starting this mine and we have made representations to the Government that about 140 employees are without job and they are in a very bad condition. I would like to know from the hon. Minister what steps they have taken to persuade the CPMO to reopen ten mines in the event of the fact that the CPMO is not being taken over to start the Dongri Bozuruq mine.

SHRI CHANDRAJIT YADAV : I entirely agree with the hon. Member that this is a very important mine and really speaking, the Government took a step, in 1971 when the lease period of this mine was going to be over, the Government refused to renew the lease and wanted to take over, but the party went to the Nagpur High Court and got a stay order. Therefore, the case is still pending. But while we are negotiating, the party has agreed that when the negotiation is finalised, they will withdraw the case and at that time we will take over the mine.

SHRI N. K. BHATT : Sir... With your permission, Sir, I want to ask one more question.

MR. CHAIRMAN : No second supplementary. Next Question.

### Deterioration in Delhi Telephone Services

\*215. SHRI KHURSHED ALAM KHAN†:  
SHRI N. K. BHATT :  
SHRIMATI SAROJ KHAPARDE:  
SHRI IBRAHIM KALANIYA :

Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that the Telephone services in Delhi have deteriorated during the last few months causing inconvenience to the subscribers; and

(b) if so, what steps are being taken to remedy the situation ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI JAGANNATH PAHADIA) : (a) and (b). A large number of telephones went out of order since the onset of monsoon mainly due to faults in underground cables. These cable faults show up when water gets into holes in the sheaths of cables inadvertently damaged by various agencies involved in digging of roads prior to monsoon. During monsoon overhead alignments and subscriber fittings develop low insulation affecting the telephone services. Several steps have been taken to remedy the situation. A few important steps are:

(i) special mobile cable repair squads have been constituted to attend to cable faults on an emergency footing;

(ii) the junction cables and the primary subscribers cables are being put under gas pressure so that the damage is detected before subscribers' lines are affected;

†The question was actually asked on the floor of the House by Shri Khurshed Alam Khan.

(iii) systematic testing of the performance of exchange equipment and outdoor plants is being done on a crash basis and corrective action being taken as required ;

(iv) the overhead line wires in congested areas are being progressively replaced by underground cables to reduce faults ; and

(v) fittings and instruments at the subscribers' premises are being examined and overhauled on a crash programme basis.

**SHRI KHURSHED ALAM KHAN:**

Sir, we quite appreciate the efforts which are being made by the Department and what the honourable Minister has stated. But I would say that unfortunately this defect is not due to the monsoon; it is all the year round, even in the winter and the summer. So it cannot be attributed to the monsoon only. I would further like to add that this topic is quite familiar in Delhi, Delhi being a world famous place, and we have often raised this question on the floor of this House and even outside. But the fact remains that there is hardly any improvement. May I, therefore, know from the honourable Minister as to what is the real defect and what is the real difficulty which they have not been able to overcome for the last so many years and we still continue to suffer from this defect?

**DR. SHANKER DAYAL SHARMA**

Sir, the honourable Member should see the difficulties that we face in Delhi. Here, we have got about 1½ lakh connections and about ¾ lakh people are on the waiting list. We are trying to meet the situation, but the demand and pressure is such that I may inform the House that the loads that we are having in some of the areas is not to be found anywhere else in the world. Strowger is usually loaded up to 90 per cent only. That is the maximum. The normal load is 70 per cent. Now, because

of the needs of the people of Delhi, Jorbagh exchange has been loaded up to 98.8 per cent. Naturally, a machine has its capacity and defects do come up. On the other hand, as I have earlier mentioned, in telephones normally and naturally if 9999 calls mature properly but there is one defect, one feels about it. That one call may be very vital for one. We are trying our level best to meet the difficulties. Last year, we added a number of lines. I may inform the House that last year we had given 9000 odd new connections compared to 1000 odd in the earlier year. In the first six months of this year, we have given about 10,000 new connections and about 20,000 shifts. One special thing is happening in Delhi. The honourable Member is aware that Delhi is developing and new areas are developing. I have mentioned Jorbagh and Karol Bagh where a number of people are shifting business people, doctors and others, and we have to provide telephones to them. Now, to provide a new exchange takes a lot of time. A building has to be constructed. For a 10,000-line, the installation period nowhere in the world is less than two years. Now, with the limited resources of men and material, and the funds, of course, we are trying to do our level best. The honourable Member will agree that it is at least an improvement that as against 1,000 lines we have been able to provide about 10,000 new connections.

**SHRI KHURSHED ALAM KHAN:**

Sir, I am grateful to the honourable Minister for the information which he has given. But really I have no complaint about the number of connections and lines. My complaint is about the existing lines and their standard of service. Now, as far as the water level in Delhi is concerned, I suppose the water level situation in London is much more difficult than it is in Delhi. If we cannot meet this situation here in Delhi, I do not know how they are meeting the situation in other cities. And another thing which I would like to point out to the hon. Minister is that it

is not a leisure really to be woken up at midnight by some call from the other and told, "Sorry, wrong number." So, may I know whether it is in the knowledge of the hon. Minister that particularly the two exchanges which were established long ago—those that have the digits 63 and 31—are the main offenders and that the largest number of complaints are in respect of these two exchanges? What is being done about them?

**DR. SHANKER DAYAL SHARMA:** Sir, I mentioned about over loading which is because of the fact that there was so much of pressure and for people who needed them, they were shifted, which we just cannot deny. And we have to respect the wishes of Members of Parliament. We had to do it. And I may inform him that the loading in 63 is 93.5 per cent, which is just beyond the limit.

The hon. Member mentioned about London. We have a saying in Hindi—he will understand it in Urdu—

**दूर के ढोल सुहावने**

I have also had occasion to be in London and stay there; I have spent more than 3 years in that country. Londoners should be asked about the condition in London. They will write articles, regular features, about the performance of the system there. I would not like to take the time of the House. One of the writers in the London Times used the choicest epithets about the performance of the Post Master General there. I do not know the exact words at the moment. But he said that the whole thing is run by buffoons with such a stupendous incapacity that if the whole lot of them is removed at once the system will improve to a large degree, to an incalculable extent. I am not saying that our faults cannot be there. I am accepting that. One can get exasperated one has a right to get exasperated—when there is a fault in the call.

About wrong connections, I have already mentioned that sometimes because of the

exposure of the wires, the overhead wires, and the polythene cover, whenever it happens, it does lead to wrong numbers and connections. And we have taken steps to improve the situation. But whatever improvements we are bringing about, the overloading takes them away. And so far as the overloading is concerned, I may inform the House that we are trying to put about 28,000 new lines in Delhi this year and are commissioning them, and naturally we hope that some load will be reduced. But the other trouble remains—the more the number of lines we improve or we add to, the more the demands that come up. But we are trying our level best. I only mention this that these 10,000 lines have resulted in additional load on the exchanges. I mentioned about the 20,000 shifts because that meant more load on the exchanges which are already overloaded.

**SHRI N. K. BHATT:** Sir, the people of Delhi are really happy that after all the hon. Minister is taking so much care and pain to remove the bottlenecks and difficulties in the system.

Calcutta was once leading Delhi in wrong calls. Now, Delhi has got the place of pride, it surpasses Calcutta. I would like to know from the Minister what relief he would give to the consumers who get wrong number and whose meters go up and who consequently have to pay higher telephone bills.

**DR. SHANKER DAYAL SHARMA:** Sir, so far as Delhi is concerned, the difficulty is there, and I mentioned the waitin lists also with another purpose. When we compare our conditions with other countries, their density of traffic is a match to ours. For instance, the number of calls per telephone in London is one third of what it is in India. When there is more traffic, the exchange used much more. So far as the billing concerned, if a wrong call comes to you you do not get the bill. The persons who....

SHRI N. K. BHATT : No, We also.

DR. SHANKER DAYAL SHARMA : The person who makes the wrong call gets billed. But that does not make any difference. Somebody is wrongly billed. But we try to set it right and where we detect a defect in the connection and the tendency for wrong calls, we give a rebate.

श्री इब्राहीम कलानिया : मंत्री महोदय यह बताने की कृपा करें कि दिल्ली से जब हम एस० टी० डी० काल मिलते हैं तो उस से बाहर का सम्बन्ध नहीं हो पाता जब हम स्थानीय टेलीफोन्स के लिये सहायता मांगते हैं तो आपके विभाग से वह सहायता मिलती है लेकिन एस० टी० डी० काल्स के लिये बताया जाता है कि लाइन खाली है, कोशिश कीजिये और हमारे प्रयास करने के बाद भी हमारी कोशिश निरर्थक जाती है। तो मैं माननीय मंत्री जी से जानना चाहता हूँ कि जैसे स्थानिक टेलीफोन्स के लिये आप ने 199 की सहायता और सुविधा दी है ऐसे ही एस० टी० डी० काल्स में सम्पर्क करने के लिये आप के मंत्रालय ने क्या कोई योजना बनाई है ?

डा० शंकर दयाल शर्मा : जहाँ तक एस० टी० डी० का सम्बन्ध है, यह हो सकता है, और होता है कि हम बहुत से चैनल्स प्रोवाइड करते हैं, जैसे यहाँ और बम्बई के बीच मैं एक हजार चैनल हमने दिये हैं, लेकिन कभी कभी यह होता है कि चैनल्स तो चल रहे हैं लेकिन बहुत अधिक लोग एक ही समय पर टेलीफोन करने की कोशिश करते हैं और इससे कठिनाई उत्पन्न हो जाती है। आप की इजाजत से मैं एक बात और कहना चाहूँगा कि जो लोग बार बार टेलीफोन घुमाते रहते हैं और कई लोग इकट्ठा घुमाते रहते हैं उसने भी हमें कठिनाई हो जाती है। मैं यह भी बता दूँ कि हम अंदाजा नहीं कर सकते थे एस०

टी० डी० लगाने के बाद, उससे कहीं ज्यादा ट्रैफिक टेलीफोन पर हो जाता है और वह कभी कभी हमारा ट्रैफिक बीस, तीस गुना बढ़ गया एस० टी० डी० देने के बाद। चैनल्स तो हम एक सीमित संख्या तक ही दे सकते हैं। जहाँ तक एस० टी० डी० लाइन्स पर सहायता देने का प्रश्न है, मैं बताना चाहता हूँ कि एस० टी० डी० आने के बाद भी ट्रंक बुकिंग बन्द नहीं की गयी है। अगर कोई चाहता है तो वही काल वह ट्रंक बुकिंग से कर सकता है और जो चैनल्स ट्रंक काल्स के लिये हैं उनसे उनका सहायता मिल सकती है।

SHRI C. K. DAPHTARY : Mr. Chairman, Sir. I would like to ask the hon. Minister what he proposes to do in regard to the overloading of the exchanges. How it is going to be relieved, I do not know. It appears to me that the only method is to have more exchanges, not to go on increasing the lines. Does he propose to set up more exchanges ?

DR. SHANKER DAYAL SHARMA : I fully agree with the hon. Member and we are going ahead with it. For instance, I may inform him that this year itself we are trying to provide 23,000 lines in the new exchanges. I mentioned that putting up a new exchange takes time. First we have to go in for a building, then air-conditioning and then the installation itself takes about two years. The putting up of an exchange itself takes about four years. The planning is going ahead and with whatever haste we can make, this year we are planning to add 23,000 lines in Delhi itself. I am talking about the new exchange lines. And we are having more of switching equipment in the exchange. We have already provided 500 lines. This month itself we have added 500 lines. We have added 100 lines in Nangloi, 200 lines in Janakpuri and 200 in Badli. This year we are adding about 23,000 lines—10,000 lines in Idgah Exchange by shifting line from other Exchanges in order to give

them relief; 2,500 lines in Hauz Khas; 100 lines in Najafgarh; 1200 lines in Chanakyapuri; 1200 lines in Shahdara East which will be commissioned on the 31st of this month; 5,000 lines in Rajouri Garden and 3,000 lines in Janapath Exchange II. The whole work is being done by our own people. I may inform the hon. Members that so far as commissioning is concerned, our boys and our young engineers are doing excellently well.

They are trying to put the switching equipment into operation almost in record time.

**श्री सवाई सिंह सिसोदिया :** महोदय, दिल्ली का राष्ट्रीय और अन्तर्राष्ट्रीय, औद्योगिक और प्रशासनिक दृष्टि से अपना एक विशेष स्थान और महत्व है। मैं माननीय मंत्री जी से यह जानना चाहूंगा कि इस प्रकार की जो गड़-बड़ियां टेलीफोन उपभोक्ताओं को भुगतनी पड़ती हैं उसके लिये जो आपने नई लाइने डालने और नये एक्सचेंज खोलने की जो योजनाएं बनाई हैं, दिल्ली के विशेष स्थान को ध्यान में रखते हुये क्या आप इनको एक दो वर्ष में पूरा करेंगे। आपने बताया कि दो साल में, तीन साल में यह होगा। लेकिन इन सारी दिक्कतों को ध्यान में रखते हुये कितने वर्षों में उपभोक्ताओं को यह सुविधा प्राप्त हो जायगी और जो बड़ी भारी लिस्ट है टेलीफोन के लिए उन उपभोक्ताओं को कब तक आप यह सुविधा दे सकेंगे ?

**डा० शंकर दयाल शर्मा :** यह जो मैंने 23 हजार लाइनों के बारे में बताया, यह तो इसी वर्ष में करने जा रहे हैं। आगे, अगले साल में फिर हमारा प्रयास जारी रहेगा। हमें यह आशा है कि आने वाले अगले साल के अन्त तक हम वेटिंग लिस्ट ऐसी बना देंगे कि वह साल भर से पुरानी नहीं रहेगी।

जहां तक खराबियों का ताल्लुक है, मैं एक बात और अर्ज कर दू कि कभी-कभी

हम जो टेलीफोन करते हैं उसकी वजह से भी रॉंग नम्बर हो जाता है। आपकी अनुमति से मैं यह बता दू कि जब हम उंगली डालने के साथ-साथ-डायल को वापस लाते हैं तो कभी-कभी जान-बूझकर या कभी-कभी जरा भी तेजी कर दी तो रॉंग नम्बर हो जाता है। इसलिये अगर हम आराम से टेलीफोन को डायल करें तो बड़ा अच्छा होगा। **(व्यवधान)** आप लोग हमें नहीं, इससे आपको सुविधा होगी अभी हम इस स्थिति में नहीं पहुंचे हैं कि हम पुश-बटन को लगायें। यूरोपीयन कामन मार्केट में उन्होंने अध्ययन किया है और वे इस नतीजे पर पहुंचे हैं कि लगभग 10 प्रतिशत रॉंग नम्बरिंग डायल के कारण होती है और उन्होंने अपने वहां के ऐक्सपर्ट्स की राय दी है कि इसका इलाज केवल पुश-बटन है। हम अभी भारतवर्ष में पुश-बटन की स्टेज में नहीं आये हैं। इसलिये हमारी प्रार्थना है कि आप हंसें नहीं, आप आराम से डायल करेंगे तो आपके रॉंग नम्बर नहीं आयेंगे, आपका समय भी बच जाएगा।

**MR. CHAIRMAN:** Both the Members and the Minister should be brief. We have spent about twenty minutes on this question.

**SHRI BHUPESH GUPTA:** I hope the Minister is not telling his telephone operators to speak like this. Then the result will be that there will be conversation only between the operator and the subscriber. Nobody else will be in the picture.

**श्री प्रकाशवीर शास्त्री :** श्रीमान कामन्डार और डिफिक्टिव मशीनरी की बात ब छोड़ते हुये मैं मंत्री महोदय से जानना चाहू हू कि संचार मंत्रालय में आपने कुछ ऐ व्यवस्था कर रखी है कि जो ऐसे टेलीफोन नम्बर हैं जैसे 197, 199 या हिन्दी फोन ग्राम का नम्बर है, कभी-कभी आप स्वयं आपके विभाग के लोग इसको टैस्ट करते

कि पाच-पाच मिनट तक घटा बजती रहती है, इसको अटेंड करने वाला कोई नहीं होता। यदि नहीं किया तो क्या परिणाम होता है इसकी गवाही आपकी बगल में बैठे हुये लोग दे सकते हैं। दूसरी बात मैं यह जानना चाहता हूँ कि क्या आप ससद् को दो वर्ष में, पांच वर्ष में या 10 वर्ष में ऐसी भी सूचना दे सकेंगे कि पहले टेलीफोन चाहने वाले हमें ढूँढते थे, अब हमको ग्राहक भी ढूँढने पड़ रहे हैं, ऐसी भी आशा हो सकती है क्या ?

**डा० शंकर दयाल शर्मा :** जो शास्त्री जी ने पूछा उसमें मैं यह कहना चाहता हूँ कि हम बराबर मोनिटरिंग करते रहते हैं। हमने उन्हें कहा है कि वे 10-10 सेकिण्ड में अटेंड करें। 70 परसेंट कालों को 10-10 सेकिण्ड के अन्दर जवाब मिलता रहा है, और जहाँ देर हो जाती है वहाँ मोनिटरिंग की जाती है, डाँटा जाता है, उन पर एक्शन भी लेने की कोशिश करते हैं। मैं माननीय सदस्यों को याद दिला दूँ कि हमारी दिल्ली में जो सेन्ट्रल एरिया था जिस के बारे में पहले सोचा गया था कि यहाँ पर ज्यादा लोड होगा वह एरिया है जहाँ पर हम बैठे हैं—जनपथ, सेक्रेटेरिएट, राजपथ और कान्ट प्लेस, यहाँ पर आजकल यह स्थिति है कि अगर कोई व्यक्ति टेलीफोन लेना चाहें तो उसे 48 घंटे में टेलीफोन मिल सकता है।

**SHRIMATI MARGARET ALVA:** Sir, I would like to know from the hon. Minister, besides the special efforts that are being made to increase the efficiency which, of course, is not costing us monetarily very much, whether any steps are being taken to see that wrong billing is also prevented. We sometimes get bills which are so unreasonable and so completely wrong that there is no way of explaining or convincing them that the bills are wrong. I think this is something which needs attention and I would like to know

from the hon. Minister whether he going to do something about this also.

**डा० शंकर दयाल शर्मा :** मैंने अभी बताया है कि रांग बिल्स के लिये हम बराबर ध्यान देते हैं। एक और बात मैंने बताई थी कि जहाँ फाल्ट निकलता है वहाँ हम रिबेट दे देते हैं। इस के अलावा अगर हमको मालूम हो जाये कि एक्नोरमल पर आ गया है तो जो पहले का बिल है उस पर एवरेज लगा कर ठीक कर देते हैं। मैं माननीय सदस्य से कहना चाहूँगा कि अब हम और एस० टी० डी० दिल्ली से जोड़ने जा रहे हैं। माननीय सदस्यों को बता दूँ कि इस वर्ष के अन्त तक हमें आशा है कि दिल्ली से 50 तहरों को एस० टी० डी० हो जाएगी। मैं समझता हूँ कि इसके बाद मैम्बर्स पालियामेंट के लिये काफी मुसीबत आने वाली है क्योंकि एस० टी० डी० को लगाने में तो कोई कठिनाई नहीं होती, उसमें तो आदमी को सिर्फ डायल ही घुमाना पड़ता है मगर जो हमारे दोस्त हैं, पोलिटिकल फ्रेंड्स हैं वे हमारे बिल को आसमान पर ले जा सकते हैं। क्योंकि हमारी मशीन तो चलती रहेगी और उससे आपका बिल बढ़ता जाएगा। मैं समझता हूँ कि इससे हमारी शिकायतें बढ़ने वाली हैं।

**MR. CHAIRMAN:** Shri Bhupesh Gupta: Please be brief. You are the senior-most Member.

**SHRI BHUPESH GUPTA:** Sir, I will be brief. I find that about 135 Members of the Rajya Sabha are in arrears in respect of their telephone bills. This comes to well over Rs. one lakh. Mr. Rajnarain is leading the list with an arrear of Rs. 18,000. May I know whether the Government is not finding it difficult that so many people, 135 of them being Members of the Rajya Sabha, are not paying their telephone bills? I would like to know, in this connection, whether it is not a fact that some of the telephones are not working really and breakdowns

and other things take place many times a day. Is he aware that people have to be prepared for other kinds of difficulties as well? This is apart from the tapping of the telephones which of course, is a nuisance now; it is a part of life now. This goes on. But other difficulties are also arising now. I would like to know whether there has been any investigation, on the basis of the experience of many Members of Parliament, including the defaulters who are not paying their telephone bills, to see what remedies are called for to improve the situation. The fact remains that breakdown take place, connections are not obtained and now he is saying all kinds of things. Will you kindly hold a seminar and tell us how to operate the telephone? Even if we sit for the whole day and learn how to operate the telephone, we cannot understand it.

**SHRI SHANKER DAYAL SHARMA:** As far as the outstanding bills are concerned, I would like to mention that the Parliament Secretariat, the Speaker and the Chairman are helping us immensely and the outstanding arrears are coming down. So far as the operation of the telephone is concerned, I had absolutely no intention and no presumption that I can educate the hon. Member on any matter, least of all on this, especially when I am the Minister-in-charge. That will not be correct for me. I just mentioned it. This is what had been told in other countries. So far as the improvement is concerned, we are all trying to take all the steps that are possible.

**श्री हर्षदेव मालवीय :** टेलीफोन के बारे में जो परेशानी और रोना है, वह तो है और रहेगा ही, लेकिन मैं यह जानना चाहता हूँ कि 197, 198 और 199 जो नम्बर हैं, ये कब से ठीक काम करने लगेंगे? आप जानते हैं कि पिछले 10-20 साल से ये इसी प्रकार से चल रहे हैं। शंकरावतार हुआ, जगन्नाथ-वतार हुआ और क्या जब कृष्णावतार या कल्की अवतार होगा तब ये नम्बर ठीक से

काम करने लगेंगे? मैं जानना चाहता हूँ कि ये जोशिकायत के नम्बर हैं ये कब से ठीक काम करने लगेंगे?

**डा० शंकर दयाल शर्मा :** माननीय सदस्य ने जो सवाल उठाया है उसके बारे में मैं यह जानकारी देना चाहता हूँ कि 197 पर एक्सेल 20 हजार कॉल्स रोज होती हैं। यह लोड दिन प्रति दिन बढ़ता जा रहा है। जब लोड ज्यादा होता है तो स्वाभाविक है कि इसमें कुछ दिक्कत आती है। फिर भी हमारी यह कोशिश है कि इसमें ज्यादा से ज्यादा सुधार हो। हमारे यहां 10 सेकेंड पर कॉल एटेन्ड की जाती है और हमारी एफिशिएन्सी 90 परसेन्ट तक पहुंच चुकी है। हम इसको और आगे बढ़ाना चाहते हैं। जहां तक कर्टसा का सवाल है, यह एक ह्यूमन प्रॉब्लम है। इसमें सब लोगों की मदद की आवश्यकता है ताकि काम अच्छी तरह से हो सके। इसके लिये परसुएशन और डॉट-डपट दोनों को मिला करके काम करना होगा। इस बारे में मैं पूरे सदन का सहयोग चाहूंगा।

**Memorandum on the death of 32 workers in Ecel Industries Limited Bhav Nagar**

\*216. **SHRI SANAT KUMAR RAHA:†**  
**SHRI BHUPESH GUPTA:**  
**SHRI INDRADEEP SINHA:**  
**SHRI HIMMAT SINH:**

Will the Minister of LABOUR be pleased to state:

(a) whether Government have received any memorandum from Shri Subodh Mehta and others alleging that 32 workers of the Excel Industries Ltd., Bhavnagar (phosphorus products factory) have died due to gross negligence in taking proper safety measures;

†The question was actually asked on the floor of the House by Shri Sanat Kumar Raha.