

The House then adjourned for lunch at ten minutes past one of the clock.

The House reassembled after lunch at three minutes past two of the clock. Mr. Deputy Chairman in the Chair.

CALLING ATTENTION TO A MATTER OF URGENT PUBLIC IMPORTANCE

Serious deterioration in postal and telegraph services in West Bengal and some other parts of the country.

SHRI KALYAN ROY (West Bengal): Sir, I call the attention of the Minister of Communications to the serious deterioration in Postal and Telegraph Services in West Bengal and some other parts of the country, leading to a huge pile up of mail and telegrams and breakdown in telephone services.

THE MINISTER OF COMMUNICATIONS (SHRI S. D. SHARMA): Mr. Deputy Chairman, Sir, there has been some dislocation of Postal services in U.P. and West Bengal.

There was accumulation of mails in a few mail offices in U.P. like Allahabad, Kanpur and Meerut in August and September, 1974. This was cleared by the third week of September. However, the Post Offices continued to function normally.

There was accumulation of mails in Calcutta from the month of September. This assumed serious proportion during pre-Puja period when mails are normally heavy. Due to acute financial stringency funds for overtime expenditure were limited and 10 per cent cut had to be imposed with the sure of economy in accordance with the general policy of the Government. On account of restrictions in the grant of overtime a section of the staff adopted go-slow tactics, especially in Calcutta resulting in hold-up of mails. There was also large scale absenteeism during this period which added to this accumulation of mails. The accumulation of mails has since been cleared.

There have been a few cases of disruption of telecommunication services from West Bengal to important centres in Bihar, U.P., Delhi, Bombay, Gujarat and South India due to damages on co-axial system caused by Bihar agitation.

The telegram service was also affected by above cause of interruption as well as by power shedding and shut-downs in various parts of the country. During the festival season of Puja and Diwali there is usually an abnormal increase in the volume of telegraph traffic. As in the case of postal services, a 10 per cent cut on overtime allowance was imposed on the telecommunication side also. As a reaction to the cut in overtime allowance some sections of the staff resorted to go slow tactics and there was also a larger absenteeism during this period. Normally the heavy rush of traffic used to be cleared by ordering the available staff on overtime basis. This could not be done this time. However, now the accumulation has been cleared with the return of absentees, as well as by diversion of staff from other administrative offices and with the joining of duty by the newly trained staff after completion of their training.

There has not been any general breakdown in telephone services.

SHRI KALYAN ROY: Sir, last time we had a discussion on the deteriorating telephone service. What emerged after the discussion was that there was no deterioration, there was complete collapse of the telephone system and complete stagnation. And we were assured that things would improve. Instead of improving, the disease has spread to the entire postal and telegraph services, and practically, West Bengal is being wiped out from the communication map of this country. I would not like to blame any particular officer. I say, I deplore, I condemn, I protest against the deliberate negligence of the Posts and Telegraphs Department to maintain, to modernize, to develop and expand the post and telegraph services throughout the eastern India. Sir, the hon. Minister has just now said that things have improved. With all

my humility to the ex-Congress President, I say that this is utter falsehood. Sir, the crisis was there, the crisis is here, and the crisis will be there. Sir, it is not a question of go-slow. If it is go-slow as he is alleging, then why is it that the 'Hindustan Standard' of October 4 said that Imphal telegraph services have completely been disrupted for the last few months, causing enormous difficulties to the people in the isolated border area? How is it that the "Statesman" was writing on 12th November that the entire postal service in Tamil Nadu has completely collapsed and that the telegrams, those sent and those received, keep on piling up alarmingly at the Central Telegraph Office? So, it is not a question of slow-down in Calcutta. Throughout the country, the situation is occurring again and again.

Sir, he has said that because of the Bihar disturbance, the co-axial system, the communication line is being disturbed. Sir, it is not the question of Bihar disturbance at all. We have only one transmission system between Calcutta and New Delhi and that has reached a saturation point. The transmission line is overloaded. The machinery is obsolete. Newspapers have said that the equipment and the lines are fast losing their efficiency. The second point, Sir, is that telecommunication lines between Calcutta and South India and places like Bombay, Poona and Madras all go through New Delhi; there is no second line at all. I will give the figures. So far as the telex lines are concerned, from November 1972 to July 1973, there were 70 faults, and the duration of break downs was 293 hours. From July 1973 to December 1973, there were 59 breakdowns and the duration was 174 hours. The reason is simple, Sir, that there is no maintenance, no alternative line and the routes are routed through Delhi.

Regarding telecommunication lines, things are even worse. So far as the Overseas Communication Service is concerned, I will give you figures. The number of channels in Bombay—telephone channels-55, Calcutta 8; the number of telegraph channels, Bombay-30, Calcutta-14; the number of telex channels, Bombay-87, Cal-

cutta-13. So it is not the question of certain disturbances. It is because of your failure to expand and modernise and invest in the eastern sector that is leading to disruption in Manipur, in Assam, in West Bengal, Orissa and Bihar. That is the whole crux of the situation. And one of the basic reasons of this is that the third satellite which was to be set up in the eastern region, and which was decided in 1952, since 1952 to 1974 it has been cold-stored, it has been sabotaged. Two satellite stations have come up—one in Poona and the other in Dehradun, although the volume of traffic is much more in the eastern part in relation to the southern or the central part.

Sir, he said something about the responsibilities of the workers. I have pointed out that from Manipur to Madras this is continuously deteriorating. Telegram takes 18 hours to travel a distance of one kilometer, money remitted by money order has already taken a month to travel a distance of hardly one kilometer in Calcutta. And, Sir, not only this. You find in *The Statesman* what are the conditions of the postal boxes. Two-thirds of the postal boxes are open, they are not unloaded at regular time. The entire postal system is in complete mess, and for that there is no reply. Is it not a fact, Mr. Minister, that revenues from posts and telephone have considerably gone up in eastern India, particularly in Calcutta, but no additional recruitment has been made so far as the lower staff is concerned? Two-thirds of the delivery vans are mostly out of order. There is need for additional RMS sorters, there is need for more peons, but no recruitment has been made at all. One other thing I find is that more and more people at higher levels have been appointed; at the top of the administration; but for the people who do the donkey's job or who do the real job, it has not been done. It has not only affected Calcutta; it has affected the entire iron and coal belt, from Durgapur to Asansol, Siliguri. Throughout the eastern region, the whole system has practically collapsed. I am sorry the Minister has just read out what the officers have

[Shri Kalyan Roy]

told him. It is not a question to be left at that when such a huge disruption is taking place again and again, and has taken place since 1971. This Calling Attention has not come up suddenly; it is coming in every Session. So, unless you invest a huge amount to remove the obsolete equipments, to set up alternative channels, to open more telephone exchanges, to have more staff, this piling up of letters, this delay in delivery will not improve. 30,000 telegrams have accumulated—and he was saying things are improving! This particular hand-out has deliberately been given out to the press in order to mislead the people. The position has not improved at all. There are so many M.P.s here. I asked each one of them as to how many days it takes letter to reach Delhi from Kelara, from Bhubaneswar, from Gauhati. From Calcutta to New Delhi it may take a month or two months or three months. Even a telegram from one part of Calcutta to the other part of Calcutta takes 3 months. You can understand what is the situation in the districts. As a result of delayed delivery and as a result of accumulation of mail, I have been told, the export orders have been cancelled. And this is because the attitude of the Department so far has been extremely partisan, has been extremely sectarian to neglect this area and to somehow wipe out the entire area from the communication map. Otherwise how do you explain the figures I have given you? What is the reason?

Mr. A. Sen Gupta, newly appointed General Manager of Telegraphs and Telephones in West Bengal admitted that to cut overtime in such a drastic manner was unjust not only to the employees but also to the progress of work in the Department. This is the situation. The P.M.G. himself admits that this is because of sudden arbitrary and whimsical reduction in overtime that has resulted in the obstruction in communication. Fault lies not with the peons and sorters but the fault lies with the people who are planning here and it has affected the entire service. Unless you expand your Department, appoint more people and give them overtime

which is absolutely necessary so that they can do the job, this situation is not going to improve. You may tell today that the situation is improving but tomorrow you will again find that mails are piling up and telegrams are piling up. Communication between Calcutta and Delhi is dead. Most of the newspapermen are complaining. While telephone lines between Bombay and Delhi are working fine, telephone lines between Madras and Delhi are working fine, the lines between Calcutta and Delhi are dead most of the time. Is this how the newspapers can serve the people?

MR. DEPUTY CHAIRMAN: Yes, the Minister will reply now.

SHRI KALYAN ROY: So I humbly submit, Sir...

MR. DEPUTY CHAIRMAN: Mr. Kalyan Roy, you have to wind up.

SHRI KALYAN ROY: I just finish, Sir. The Minister has been misled by his officers. I demand a proper Parliamentary probe into the affairs of the Posts and Telegraphs Department, particularly in relation to the negligence towards the eastern sector.

SHRI S. D. SHARMA: Sir, so far as Mr. Kalyan Roy's statement that a great deal has got to be done in the P & T Department, the equipment has to be modernised, more equipment has got to be provided, more men are needed, is concerned, there cannot be two opinions. About the necessity of linking Calcutta with the rest of India by another channel, I may inform Mr. Kalyan Roy, it is something which I took up even before this Calling Attention was there. I specifically visited Madras and discussed there about the coaxial line which is coming up on the east coast and I have been promised—that is all I can say—that the new coaxial line will be available between Calcutta and Madras via Bhubaneswar, Hyderabad and some other places and there will be an alternate route available for Calcutta-South traffic and there will be an alternate

route even for Bombay. Really speaking, I agree fully that there being only one co-axial line between Calcutta and Delhi and the rest of India in the South, creates problems because there is a lot of rush of work. Secondly, there being one coaxial line, it is liable to damage due to various reasons. Sometimes it is the question of water getting in the line, sometimes it is the question of lightning and sometimes it is the question of those people who are working in between, cutting the line. We also have cases of sabotage. It is not that we are talking in the air. I may just inform the House that within 3 days during October, during the agitation in Bihar, there were cases of serious cuttings of cables at various points. On the 3rd, there was one case and on the 4th there were two cases. There was another case on the 5th. Naturally when a co-axial cable is cut, it takes time to reach and find out the place and then correct it. We try to do it as fast as we can. Secondly, one more fact remains. With only one line it becomes essential that it is set right from time to time. It has to be looked into again and again.

SHRI KALYAN ROY: May I help the Minister in one way? He says the Bihar disturbances. I have given him figures to show that between November 1972 and July 1973 there were 70 breakdowns leading to 293 hours lost. This is a parliamentary answer.

MR. DEPUTY CHAIRMAN: You have already said that.

SHRI KALYAN ROY: On 21st February, 1974 the Minister replied that there were 59 breakdowns and 174 duration hours lost. Why are you bringing in Bihar? Do not bring in Bihar for everything.

MR. DEPUTY CHAIRMAN: You have already said that.

SHRI S. D. SHARMA: If Mr. Kalyan Roy had waited for my answer he would have understood it fully. I am not deny-

ing it. I am only telling him there is only one co-axial cable system between Calcutta and Delhi. There is no alternative channel, either microwave link or co-axial cable.

SHRI KALYAN ROY: Who is responsible for it?

SHRI S. D. SHARMA: Let us not apportion blame. Mr. Kalyan Roy can blame us about Calcutta, but I was recently in Madhya Pradesh, the largest State in India with the rich natural resources. It is the State which is the worst served even by the postal department. For 72 kms there is one post office. Near Bhopal, the capital, in Sehore district and Indore, the commercial hub of the State, only in about 14 to 18 per cent of the villages there is daily delivery. Let us not apportion blame. The question is the telecommunication and the postal services in my country need much more attention than all of us have given to them up to this day. After all it is easy to apportion blame. We can do it at any time. If we really mean business, so far as telecommunication is concerned, let us admit that there might have been mistakes. We will take up matters seriously now. Really speaking even in respect of Bombay what we have got today is not up to the mark even so far as developing countries are concerned, what to say of developed countries. The telephone waiting lists are huge, and we have got to provide them with telephones. The money required is not there. The Planning Commission and everybody accepts that telecommunication is a remunerative section, but when it comes to getting money we do not get it. We need your help in that. Let us not get into regionalism, as to whether the east has been neglected or west has been neglected, south has been neglected or North or the Centre has been neglected. Let us take it up and that is what I have told. We are trying to take it up. Calcutta's good connection with the rest of India should be there and so the co-axial system should be expedited. I am trying to see if our co-axial cable factory can produce faster. We are also trying to have another micro-wave link between Delhi and Calcutta, so that there will be

an alternative route available. Now, I come back to the co-axial system. In between also, because there is only one line there are occasions when it gets disrupted normally. We have got to check it to repair and set it right and test it from time to time. This takes time. Then, we have to close down in the night and sometimes even during the day. The work has to be carried out annually and that is a normal thing. When we have only one line we have that difficulty.

SHRI KALYAN ROY : I did not bring in the question of east and west. It has been deliberately pushed into this. The number of telephone channels in Bombay is 55 and Calcutta 8; telegraph channels 30 and 14. The number of telex channels in Bombay is 87 and in Calcutta 13. These are our figures.

SHRI S. D. SHARMA : My department has taken it up more seriously. You must have seen that within the short period that I have been here I have gone into this question of the earliest completion of the co-axial line between Calcutta and Madras. I am going into the question of the earliest completion of the micro-wave link between Calcutta and Delhi. We are trying our best. Let us forget the past. Let us see what we can do now. That is exactly what I am saying. There is a difficulty and I agree. Similarly, telegrams also pass through the co-axial line.

These difficulties remain. We will try; with your help we will be able to meet the situation. I still repeat 'with your help' because sometimes difficulties come due to other reasons also.

Now, so far as the . . .

SHRI KALYAN ROY : Overseas communications.

SHRI S. D. SHARMA : The third thing is, I may inform you that due to difficulties beyond our control, even the second satellite station we have not been able to commission. We are considering

how at the earliest we can commission the second satellite station at Dehra Dun.

SHRI KALYAN ROY : There has been sabotage.

SHRI S. D. SHARMA : Nothing has been sabotaged. If money is available it can be done. I will give you information, we will sit down and discuss.

SHRI KALYAN ROY : Why two in the west and one in the south and the east?

SHRI S. D. SHARMA : That is for the experts, rather than . . .

SHRI KALYAN ROY : This is the forum.

MR. DEPUTY CHAIRMAN : You cannot have a running dialogue. There are other Members to ask questions.

SHRI KALYAN ROY : I want a clarification.

MR. DEPUTY CHAIRMAN : Let him answer. And I will have to call the other Members.

SHRI S. D. SHARMA : So far as the postal traffic and also the telegraphic traffic are concerned, in both I have accepted the position, and you will also agree as to what is the problem. In the very beginning, in order to economise, there was a cut imposed in the Budget itself on the overtime. After that, throughout the country there was a circular which went to all the departments that a 10 per cent cut of overtime should be imposed everywhere. That was implemented; that was enforced. Here also it was done, and as a result, there was dissatisfaction among the people everywhere. It was more in Calcutta. Unfortunately, thinking that the Puja was the right time—when there is a bigger rush of traffic both in postal and telecommunication services—they started, earlier, going on what is known as the go-slow tactics.

SHRI KALYAN ROY : That is what the officers are telling you.

SHRI S. D. SHARMA : I will just tell you—I went into that question. The slow tactics can be studied, and I went into the details. I asked : What about sorting? What happened to it? They said that in sorting, the normal practice is that in an hour 600 letters are sorted out. Our man went there. I sent a man there. The Deputy Director General went there, was there for one week. Everything was gone into. And we found that in place of 600 letters, the whole thing was only about 300 to 400. Naturally, it was go slow. Naturally, to this were added the other factors also. Absenteeism which used to be 10 to 12 per cent among the sorters, went up to 25 per cent. This, added to 'no overtime' possibility at that time, created this position. I accept the position that there was accumulation of mail there. I sent my officers. I have got with me the latest position, and I have been told so far as the postal position in Calcutta is concerned—I was told last night by the Post Master General, Shri S. M. Ghosh—that Calcutta is normal. That is all I can depend on. So I have gone to the farthest extent I can. Certain steps which we had to take, we took them to improve the position.

So far as the . . .

SHRI KALYAN ROY : Here it is. Is this the normal condition? This is on November 10.

SHRI S. D. SHARMA : We are talking of 18th.

SHRI KALYAN ROY : On November 10 this is the position. And there was this much of accumulation.

SHRI S. D. SHARMA : I said, there was accumulation. Not only at Calcutta, at other stations also. Now, they know—the mail is coming in time. From Calcutta we also get mail. So that is the position at the present moment. We will

try to improve as much as we can. Telephone equipment has to be improved.

SHRI KALYAN ROY : You increase the staff.

SHRI S. D. SHARMA : I agree. So far as equipment as well as staff is concerned we always examine the position. There are certain norms fixed on which if more staff is justified we try to get it. At the present moment we are having some difficulty because of ban on the recruitment of new staff. But I hope to solve it just as the question of overtime in such cases. With your co-operation and with the co-operation of the workers there I hope we will be able to get over the difficulty.

SHRI SUBRAMANIAN SWAMY (Uttar Pradesh) : After listening to the Minister I must say he never uttered the word C.I.A. I must say there is quite a change and I hope the change would be for the better.

SHRI KALYAN ROY : May be, he is replying to the friend of the C.I.A. So be careful.

SHRI S. D. SHARMA : Mr. Kalyan Roy, we know each other. I am from Harvard and he is also from Harvard.

SHRI SUBRAMANIAN SWAMY : I hope old school ties will be considered. I want to know from the Minister whether it is true, as stated in the Hindustan Standard, that there are 3.5 million letters lying unsorted in the G.P.O. in West Bengal, whether there are a hundred thousand registered letters lying undelivered, whether 60,000 money orders exceeding the value of Rs. 200 per money order are also lying undelivered and whether hundreds of letters for Mr. Kalyan Roy from Moscow have not been despatched. I am sure some of these orders are being disobeyed. And telegrams are being despatched as letters...

SHRI KALYAN ROY : That is my charge. Letters from the United States are being delivered in time. But letters from Moscow are piling up. That is my charge.

SHRI SUBRAMANIAN SWAMY : It is shocking to learn that not only in West Bengal but in the rest of India telegrams are being despatched not from telegraph offices, but from one telegraph office to another as letters and then are being delivered in the form of telegram by the telegraph authorities. There have been paper reports that in some cases letters have reached before telegrams. So is it not due to dissatisfaction amongst the staff of West Bengal as well as many other places due to three or four factors. The first is withdrawal of overtime. Mr. Kalyan Roy mentioned that Rs. 300,000 were paid last year as overtime. This time this has been withdrawn. For example, in the case of telegrams telegraph operators can manage only thirty messages. Now they are being asked to manage a hundred messages. With the withdrawal of overtime, glut has been created. Is it not a factor?

Sir, I would like to support Mr. Kalyan Roy that recruitment is not going up according to schedule and according to plan. Revenue, for example, in West Bengal from postal sources went up during the last five years. That is, during 1969 to 1974 it rose at the rate of 66.4 per cent, but the employment of non-gazetted employees went up by only 9.7 per cent and gazetted employees only by 32.8 per cent. Therefore, the complaint of the employees regarding lack of recruitment and lack of opportunity is borne by these statistics. Therefore, what the Minister said is wrong. Is it not also due to the fact that the employees are unhappy at the poor pay revision? For example, in the case of telegraph operators the Pay Commission did not recommend any change in their pay. It is really very surprising that the Pay Commission has recommended pay changes for all the big officers in such big amounts. But the poor telegraph operators who are working very hard have not been given any pay rise. I would wonder whether the Minister would agree to revise the pay scales of the telegraph operators to come to the level of the Upper Division Clerk. I would like to

ask a specific question from the Minister. I hope Dr. Shankar Dayal Sharma is not so busy with international affairs and chasing spies and crooks around the country and now he will be able to devote time for this overhaul. For example, the re-ordering of finances is highly necessary. It is surprising to learn that the Central Government takes from the Posts and Telegraphs Department crores and crores of rupees in small savings and pays only Re. one as commission. It just pays one rupee whereas the LIC, for example, pays 6 per cent. Why should the Central Government take from the Posts and Telegraphs small savings in such big amounts and pay only one rupee as commission? Why should it not pay proper commission to the Posts and Telegraphs which they can use for the betterment of their employees? Then the Administrative Reforms Commission had said that the P & T Board should be re-constituted. I have seen a news item that it has been re-constituted. But I have not really seen any re-constitution. The same old people who have failed still continue to sit in the august offices of the P & T Board. I would like to ask whether he would consider re-constituting the P & T Board because the efficiency has gone down? His predecessor or his predecessor's predecessor, Mr. Bahuguna, who is now making a mess of things in U.P., told the P & T Advisory Council on the 15th December, 1973 that in order to bring about a big change in the postal department, he was going to set up a Central Postal Research and Development Centre. Nice words, and I am sure the Minister with his Harvard training would appreciate bombastic words. But the question is, what is being done. What has happened to the Research and Development Centre? When will it come? Will the Minister be able to assure the House on that?

SHRI S. D. SHARMA : Sir, firstly my friend, who has been a great defender of C.I.A., started with C.I.A. I shall only say that so far as I am concerned...

श्री श्रीम प्रकाश त्यागी (उत्तर प्रदेश) : मेरा पोइन्ट ऑफ़ ऑर्डर है। अभी जो मंत्री महोदय ने कहा कि यह सी०आई०ए० के डिफेंडर है मैं समझता हूँ कि यह माननीय सदस्य के खिलाफ़ इन्सुल्ट है। उपसभापति महोदय, क्या मंत्री महोदय को ऐसा कहने का अधिकार है?

श्री उपसभापति : अगर अधिकार को देखा जायगा तो वहाँ से एक शब्द भी नहीं निकलेगा।

(Interruptions)

Mr. Tyagi, let us forget about the jibes. Mr. Swamy can take care of himself.

SHRI SUBRAMANIAN SWAMY. Mr. Tyagi is very right...

SHRI S. D. SHARMA: I am happy if Mr. Swamy is not a defender of C.I.A. I take back my words if he is not a defender of C.I.A. I say only that so far as I am concerned...

SHRI S. D. SHARMA: Sir, firstly my friend, who has been a great defender of C.I.A., started with C.I.A. I shall only say that so far as I am concerned...

SHRI SUBRAMANIAN SWAMY: Can you utter one sentence without putting a foot in your mouth?

SHRI S. D. SHARMA: My foot has gone into the mouths of many who were defending C.I.A. and are now quiet...

(Interruptions) Even Moynihan and other people have now accepted that the activities of the C.I.A. have not been proper in many countries. The C.I.A. need not be talked about because the whole world now knows about it. It had some meaning when people were saying that it was not active.

श्री रबी राय (उड़ीसा) : पोइन्ट ऑफ़ ऑर्डर यह है उपसभापति महोदय, कि आप जानते हैं सी०आई०ए० या के०जी०बी० के बारे में केंद्रीय सरकार ने 1967 में एक कमीशन बैठाया था हम उनसे बराबर कह रहे हैं कि उस कमीशन की

रपट यहाँ पर रखी जाए क्या इस तरफ से पोस्टल के सिलसिले में सी०आई०ए० की बात कहना इर्रिलेवंट नहीं है?

MR. DEPUTY CHAIRMAN: Mr. Rabi Ray, we are discussing the postal services, not the C.I.A.

श्री ओउम् प्रकाश त्यागी : आपने मंत्री महोदय को क्यों नहीं टोका। इस में सी०आई०ए० कहा से आ गया।

SHRI RABI RAY: The Congress Party is the greatest recipient of CIA money. (Interruptions)

श्री उपसभापति : मैं जानता हूँ कि कब किसको टोकना चाहिये। अभी स्वयं मुशहृण्यम स्वामी ने इस बात को कहा।

श्री एस० डी० शर्मा : मैंने सी०आई०ए० के बारे में आजकल बोलना बन्द कर दिया है क्योंकि सब लोगों को इस का ज्ञान हो गया है। लेकिन बदकिस्मती में हमारे स्वामी जी ने सी०आई०ए० का नाम या जैसे गणेश जी लिया करने थे। इतनी बात कह कर मैं अपनी बात पर आता हूँ।

SHRI SUBRAMANIAN SWAMY: Now I think it requires an explanation.

MR. DEPUTY CHAIRMAN: No explanation. You said something and he is replying to it.

श्री ओउम् प्रकाश त्यागी : यह के०जी०बी० के एजेंट है।

MR. DEPUTY CHAIRMAN: Mr. Tyagi, I am dealing with Mr. Sharma and Mr. Swamy. I don't want you...

श्री ओउम् प्रकाश त्यागी : अगर स्वामी जी सी०आई०ए० के एजेंट हैं तो आप के०जी०बी० के एजेंट है यह मेरा चार्ज है।

MR. DEPUTY CHAIRMAN: He has not said that he is a CIA agent. Please take your seat.

SHRI SUBRAMANIAN SWAMY: Mr. Deputy Chairman, one word before the matter is settled. I started off by saying that I am very happy to see that Mr. Shankar Dayal Sharma is not seeing the C.I.A. all over the place and he is keeping to his task in a businesslike manner. I am expressing my appreciation. He has misunderstood completely. I would like to tell him that my connection with America is as strong as his connection with America, nothing more, nothing less. If he wants to make charges against me, he may better do it outside this House so that I can sue him and collect a handsome sum.

MR. DEPUTY CHAIRMAN: You said he is from Harvard and you are also from Harvard.

SHRI S. D. SHARMA: With only this slight difference, that I have my degree from Cambridge in England. I did not take a degree from Harvard where I was a Fellow. That is why I do not go in for bombast which, according to Shri Swamy, is the characteristic of Harvard. Bombast is not known to be a characteristic of Cambridge at least...

SHRI O. P. TYAGI: There is no difference.

SHRI S. D. SHARMA: Coming back to the question of additional recruitment, as I said we are looking into it and there are the norms. If according to these norms, more men are needed, I will try to get the financial sanction and other things. So far as overtime is concerned, there has been a drastic cut. It should not have been there in this Branch and we are trying to get over it. So far as recruitment of class III and IV is concerned, we will try to do it. So far as telegrams are concerned, there was some difficulty. There are three categories of people who are involved in a telegram. One is the telegraphist. The second category is clerks who communicate the message from one point to the other. Then there are people who deliver them. So far as the first category is concerned, there is a regular

incentive scheme. You will be happy to know that there was no big blocking so far as telegrams are concerned because of this incentive formula. There is some incentive formula for those who deliver telegrams. The hold-up is with regard to the clerical staff because their overtime has been stopped. They have gone on, what is known as, work to schedule. There was also difficulty because of absenteeism during this period. As a result of all these, there was accumulation. I do not deny that. I have started with it. There was huge accumulation of mail in Calcutta which resulted in difficulty everywhere during Puja and for a few days afterwards. That is why we specifically sent our Deputy Director General (Posts) from here to go and sit there and sort out everything. Today there is no accumulation. That is all. I would not claim that there was no accumulation, at that time. The fact is fact. The position with regard to telegram has improved. So far as telephone is concerned, I have already explained the position. So far as telephones going to other places are concerned, the difficulty remains because only one co-axial link is there between Calcutta and Delhi and the whole of South. We are trying to solve the problem by trying to do whatever is possible under the present circumstances to meet the situation with the co-operation of all of you—Shri Kalyan Roy, Shri Swamy, Shri Tyagi, Shri Sakhlecha and others. I am repeating it. I think you will agree that communication is something which transcends parties and groups. That is why I did not want to say anything about CIA. But somehow I do not know how suddenly Shri Swamy brought in CIA. So far as this subject is concerned, let us realise this. So far as development of telecommunication is concerned, it hurts everyone when we find that we are far behind even developing countries.

SHRI SUBRAMANIAN SWAMY: What about the reconstitution of P & T Board and Central Postal Research Development Centre?

SHRI S. D. SHARMA: So far as the research side is concerned, we are carrying on research. We are doing research in telecommunication in Delhi and, at the same time, we are doing and promoting research in the various centres and I am very happy to tell you that some of our people who are in the research wing have done excellent work which has been recognised and which is going to be recognised gradually. You will see that the work that they have done has been, in certain respects, internationally recognised and in others it will be internationally recognised soon and you will be happy to know that not only we are doing work in our country but—you will be happy at it—we won in competition in offering tenders in Surinam against the world-famous companies because of the work our people, our younger people, in the research department have been able to do.

SHRI N. G. GORAY (Maharashtra): But we will be satisfied if our telephones function properly. That is all.

MR. DEPUTY CHAIRMAN: Yes, Mr. Chandrasekharan.

SHRI K. CHANDRASEKHARAN (Kerala): Mr. Deputy Chairman, Sir, the fact remains that there has been a general deterioration in the services of the Posts & Telegraphs Department, particularly during the last few months. My honourable colleague, Shri Goray, was just now stating about the state of affairs with regard to the telephone services. That is only a part of the entire difficulty. The demands on the postal services, the telegraph services and the telephone services have increased, Sir, by a very large measure during the past few years, particularly during the last few months and, as the honourable Minister himself has admitted now, particularly due to lack of finance, Sir, the P & T Department has not been able to step up its services to meet the pressure of demands. This is a matter which is understandable. But that is not the whole thing. The main difficulty, as

I see it, is the absolute lack of co-operation and understanding in this Department more than in any other department between the officers on the one hand and the staff on the other. Sir, this is a Department, as everyone knows, where the staff union is very highly organised and probably that is not accepted as a fact or that is not accepted or understood or appreciated. For small trade union activities, Sir, all sorts of pressures are brought on the staff members and disciplinary action is taken against them. But when a complaint goes from a customer in regard to a fault, that complaint is not ordinarily inquired into and no action that is necessary is taken on such complaints. The honourable Mr. Goray was just now mentioning about the telephone service. In my State, it is very dangerous to talk for a second time on the phone to the lady who is attending to the phone because you are likely to be insulted and humiliated with all sorts of abuses. This is what everybody who uses the phone says. When a trunk call is booked, a reply is given. But, after ten minutes, a different reply is given and, after some time, you are told that the line had been out of order for the last one hour during which you were getting contradictory replies only. This is the state of affairs and the reason for this is that there is, on the one hand, dissatisfaction amongst the staff and, on the other hand, there are certain staff members who are not at all co-operative, who are absolutely not doing their work properly and these people have got to be sorted out and proceeded against and the trade union does not stand in the way. Nobody has stated that if a member of the staff who has not been responsive to the needs of the service or who has not been doing his work properly should not be dealt with or proceeded against or action should not be taken against him. Action should be taken against him and no trade union stands in the way. But, as I submitted earlier, even for small trade union matters, they are proceeded against. Their demands are misunderstood and immediate action is taken. I do not know, Sir, why there should be a

[Shri K. Chandrasekharan.]

cut in overtime. Overtime can be reduced only by proper staffing, by recruitment, by diversion of staff, as the hon. Minister himself stated. All this has not been done, and the difficulty is that there is a lot of inefficiency in the Department.

So far as telegrams are concerned, a stage has come, Sir, when it is not possible to predict at all whether even an express telegram will reach within a few hours or within a few days even. I have had several experiences during the last few months of having sent telegrams. Telegrams have been awfully delayed, and when a complaint is made, necessarily the reply comes that the amount is being refunded as if two or three or five rupees being refunded would satisfy the customer. Now-a-days even that refund is not being ordered and, therefore, the Department has taken to these things in a casual manner, and there is thus very large delay in the matter of telegrams.

So far as postal services are concerned, defaulters mostly are in the RMS. I find, Sir, that in many of the cities and in many other places where RMS works, the working conditions and accommodation conditions are so hopelessly bad that the only effect of this would be that there is no proper sorting out of letters. I have myself gone and seen the conditions. The accommodation is so inadequate and the mail that is sent through RMS is so large that it is just possible to dispose it of in a corner of the building. There are such secret corners. The large open space that is required for RMS mail handling is not there. I would, therefore, certainly, request the hon. Minister to look into these matters...

(Time bell rings.)

Finally, Sir, one other aspect that I would like to stress is the outmoded rules, particularly the outmoded Service rules. The outmoded service rules create dissatisfaction and discontent among the staff. The outmoded rules of handling the mail

which have been there during the last hundred years, and which were initiated by the Britishers, are not being revised. And that contributes to delays, negligence and default to a large extent.

SHRI S. D. SHARMA: So far as the points made by my hon. friend about phone services, are concerned, the difficulty is there. Not only that. We do not have enough telephone lines. Really speaking, the position is that even after we are able to put in what we are planning in the Fifth Plan, there is likely to be a demand left of half-a-million telephone connections—even after having done what we are planning to do. Not only this. Because of the lesser number of telephones, trouble arises; there is a lot of congestion. This results at times in getting the exchange erratic. That is what I am told by the experts. So that difficulty remains.

So far as the working in co-operation of the people at all levels is concerned, I fully endorse it. I believe in it. And that is why on the very first day I took over charge, the first thing I said was that in the Department we are all co-workers; from the Minister to Class IV we all have got to function together. Then and then, alone things can move. So long as a man is valued according to the money he has or the salary he gets, so long as that remains, there will be some trouble. One thing must be seen: Officers must deal with problems from the human angle when they are dealing with staff—may be unions, may be otherwise. It is also essential that workers, to whatever section they belong, should also know that their work is of importance and it touches every house. A telegram delivered early can mean a person losing a job or he may not get a job. Its being delayed may mean a person losing a job or he may not be able to see his mother or father. I requested them that whatever their demands may be, they can fight for them but they should not behave in that man-

ner. They should look at it from a human angle. My friend talked about the way some Telephone Operators behave. There is truth in it. Nobody can deny it. But the question remains: how to deal with it? One method is to provide more and more of S.T.D. so that the Telephone Operator is eliminated. It is not possible to do it.

SHRI N. G. GORAY: For God's sake, don't have more of S.T.D. We have enough of it.

SHRI S. D. SHARMA: S.T.D. creates problems specially for Members of Parliament. The bills go up. Our experience is that with one S.T.D., the revenue increases 40 times. But it creates problems for Members of Parliament. Our friends come and use S.T.D. and then our bills go up.

SHRI N. G. GORAY: The trouble is not with the bills. The trouble is that you never get a call.

SHRI S. D. SHARMA: There is an alternative route provided in S.T.D. There are two ways to deal with this problem. One way is to take strict action against those who behave like this. We have to combine both strict action on the one side and appeal to their good senses. When I said that I need the co-operation of all of you, it was not only a sort of courtesy, but I meant it from the bottom of my heart because I know that it is not possible unless all of us co-operate.

So far as the unions are concerned, I can assure you that there will be no attempt on the part of the Department to throttle the activities of the unions. We are really trying to bring them together. There are split unions. I am talking to them and impressing upon them that in order that the workers' demands may be satisfied, it is necessary and useful if they are one and put forward their demands in a firm manner. In that case, they would be able to get their demands met much more easily, not only in the P & T but in other Departments also.

So far as the R.M.S. is concerned, what he has said is also true. There is diffi-

culty, about accommodation, about proper place for sorting. Unfortunately, there is a ban on new buildings at the present moment because they are considered as non-functional buildings. I am trying to fight with the Finance and others that at least those buildings where this type of job is done should be treated as functional buildings. Otherwise also, I am trying to get rented accommodation within the rules. I agree that there is this difficulty in a large number of places where sorting is done. It is also true that the R.M.S. is one of the important wings.

SHRI MULKA GOVINDA REDDY (Karnataka): Mr. Deputy Chairman, Sir, I must congratulate Dr. Sharma for having taken up this new assignment as Minister for Communications. Postal services and tele-communications do play a very vital and important role in the economy of the country. Our postal and telecommunication service is not so bad as was pictured by Mr. Kalyan Roy. In some developed countries, in Japan and Italy, postal services are bad. It is so particularly in Italy where most of the mails are thrown into the sea. In India, at least they are not thrown into the sea. Many a time, they are delivered. There might be some occasions when accumulation takes place. I understand that the P.M.G. issued a notification in Bombay saying that hundreds of mail bags have not been sorted out and distributed.

3 P. M.
buted. I am sure that effective steps will be taken by the Government so that the mails are distributed properly and in time. Now some efficiency is introduced in the Posts and Telecommunications Department. The Department has been bifurcated into postal and telecommunications wings. The postal wing suffers from a very heavy loss every year. It is a social service and the Government has to bear that loss. But the telecommunications wing is going to make a huge profit and it is a revenue-earning department. I do not know why the Central Government is tardy and is not in a position to make the finances

[Shri Mulka Govinda Reddy]

available. As the Minister has just now put it, the waiting list for telephone connections in different parts of India now runs into millions. And if only the money is spent properly, in developing the tele-communications system, it will improve the economy of the country.

Sir, I would also like the Minister to say whether any research has been conducted into the working of the cross bar system in India. When this equipment was imported from Belgium, serious doubts were expressed that this cross bar equipment is not suitable to India. In spite of that that equipment has been imported and is being imported and put into use. And there are many faulty telephone systems in India. I would like to know from the Minister whether any research has been conducted to improve that cross bar system and to improve the telephone service. In Delhi particularly, Mr. Deputy Chairman, Sir, we all experience that to get a call, you will have to make at least three wrong calls from your telephone. And at least, twice or thrice a day, my telephone goes out of order. In spite of the fact that the Additional Secretary takes interest in getting it rectified, the telephone goes out of order.

SHRI KALAN ROY : You are lucky. For others, it goes out of order for half a day.

SHRI MULKA GOVINDA REDDY : Even in Bangalore where the telephone system is bad, you will have to make two wrong calls to get one right call. In Bangalore, Sir, the City Exchange was sanctioned about three or four years back, and just for getting proper plans, the project has been delayed. So much so, the running waiting list is becoming very heavy. I would like to know what steps the Government is taking to see that the waiting list of telephone connections in different parts of India is reduced. Even for shifting a telephone, Mr. Deputy Chairman, Sir, four to five months and sometimes, one year is taken even in a mofussil place like Chitradurga. In places like

Bombay and Delhi, it takes more than six months and sometimes more than a year to get a telephone shifted. If some remuneration is paid to somebody, it is immediately attended to. Otherwise, it is not attended to. These are the things which should be looked into. I hope the Minister will see to it that the telecommunication system is improved and improved effectively. And he will have the co-operation of the Parliament in getting more funds for his Department. Thank you, Sir.

SHRI S. D. SHARMA : Mr. Deputy Chairman, Sir, I am very thankful to my friend that he has drawn the attention to the cross bar system and the work that is being done. The fact is that the cross bar system which was imported from Belgium did not work properly. And we had a lot of discussion and in the end, the manufacturers have agreed that it was their fault, and now it is being set right. And it is being set right according to the work done in our own I.T.I. in Bangalore and our men are carrying out the repairs. The manufacturing company have agreed ultimately to pay about Rs. 2 crores which will be involved in the repairs. They are paying us for the repairs. But that does not satisfy because the repair itself takes a long time. And if the repair is being done when the telephones are in operation, then that dislocates their operation also. Up to this time we have been able to carry out alterations or improvements only to the extent of 80%. This 80% improvement does not mean anything because till the other 20% is done it has no meaning. But we are told that technically we have done 80% and the department tells me—I hope it will keep its work—that they will be able to satisfy us by the end of February. I have said : If it can be done by the end of March, on your behalf I will be satisfied, but let the Delhi Telephone Exchange's cross bar system be in proper operation at least by the end of March next year.

So far as the question as to which system should be adopted is concerned, work is being carried on, a cell has been

set up which will decide as to which system should be taken up. The general view at the present moment is that the crossbar system is not bad as such but the crossbar system or the equipment which we got was bad. I am also told that there are certain improvements taking place, but that is not final. We will have to go into that question and come to a conclusion as to what should be adopted for our country. On the one hand they say that in a large number of countries this crossbar system is being used in a very big way where millions and millions of telephones are working on the crossbar system. But when I cross-examined and tried to find out further information, I was told it is not able to function properly because in India, as I have said earlier, there is much more density of traffic because of lesser number of telephones and more number of users, because crossbar has a centralised control it gets erratic. Or, as they tried to explain to me, as a common lay man, it has a centralised brain which gets heated when there is too much of density of traffic and it does create difficulty. So, we are getting into that question.

SHRI SUBRAMANIAN SWAMY : Whatever you wanted to say you are not able to say because your brain gets heated.

SHRI S. D. SHARMA : My brain has not got heated up as yet.

श्री ओज्ज् प्रकाश त्यागी : कागबार इन्क्युपमेंट जिस अफसर ने रिकमेंड किया है उसके खिलाफ कुछ किया है ?

श्री एस० डी० शर्मा : वह बात तो पुरानी हो गई आपको मालूम होगा।

श्री ओज्ज् प्रकाश त्यागी : गवर्नमेंट अफ इंडिया ने लिया है या नहीं?

श्री एस० डी० शर्मा : इस का पता लगाना पड़ेगा। उस वक्त सस्ते की वजह चलाया गया। मैं इस बारे में अपनी कोई राय नहीं दे सकता हूँ क्योंकि मैंने इसका अध्ययन नहीं किया।

श्री रबी राय : वाद में कैसे?

SHRI S. D. SHARMA : I should not say anything which I do not know or which I do not believe fully.

Now, so far as mail is concerned, I am thankful that attention has been drawn to the working of it in Italy and France which has become a scandal there. This is happening in many places, but I would like to say one thing. Mail may go and mail may not be delivered in Italy or France but it does not make that much difference. But in my country mail is vital because most of my countrymen depend on this. So, I cannot take satisfaction in the fact that when some foreigners met me they congratulated me. I did not mention it wilfully because it has no meaning. They congratulated me for the good postal services in India. I know what it is. I did not mention it because we have to depend on it. This is the only means for us. Naturally we will have to do much more and with the co-operation and co-operative attitude of all of you we should be able to improve the working everywhere.

On the one hand there is this difficulty. I am even trying to persuade the Ministry of Civil Aviation to restart the night planes so that the mail may go by the planes in the night time may reach earlier. We are trying some other steps also. For example, where nationalised road transport is there, I have asked the department to go into the possibility of using roadways and shift to them so that through the roadways we can have a quicker delivery. We will try to do it. This I mentioned wilfully because I would like to have the co-operation of all of you. If there are certain places where we can connect with the night service, because in certain places they have started night buses—*de luxe* and other buses—which move in the night time and if by them mail can be speeded up, we will try to do it. Let us all work together, speed up and improve this system on which we have got to depend. I think, for many many years to come, as it looks at the present moment.

श्री रबी राय : डिप्टी चैयरमैन साहब, मैं मंत्री महोदय के जवाब को बड़े ध्यान से सुन रहा था। ऐसा लगता है कि बिहार के तथ्यों को देखने के बाद मंत्री महोदय कुछ अन्तरमुखी हुए हैं। अभी श्री कल्याण राय जी के सवाल का जवाब देते हुए उन्होंने कहा कि हम जैसा चाहते हैं उसके लिये योजना आयोग जिस तरीके से हमें सहायता देनी चाहिये, रूपा-पैसा देना चाहिये, वह हमें मिलता नहीं है। डाक-तार सेवाओं में सुधार न होने का एक कारण उन्होंने यह भी बताया है और कहा है कि यही कारण है कि इस विभाग को जिस तरीके से जनता की सेवा करनी चाहिये, वह नहीं कर पा रहा है। मैं यह जानना चाहता हूँ कि इस विभाग की जिम्मेदारी सम्भालने के बाद क्या उन्होंने इस बात को आइडेंटिफाई किया है कि इस विभाग की क्या-क्या जरूरतें हैं और क्या-क्या दिक्कतें हैं? मैं यह भी जानना चाहता हूँ कि यदि आपने ये जरूरतें और दिक्कतें आइडेंटिफाई की हैं तो वे क्या हैं? इसके साथ-साथ मैं यह भी कहना चाहता हूँ कि अब तक भारत सरकार की यह नीति रही है और आकड़ों से यह प्रमाणित है कि सरकार ने बी०एस०एफ० और सी०आर०पी० पर तो बहुत ज्यादा पैसा खर्च किया है और जो सोशियल सर्विसेज हैं उसकी तरफ ज्यादा ध्यान नहीं दिया है। ऐसी स्थिति में क्या मंत्री महोदय इस बात का प्रयत्न करेंगे कि सोशियल सर्विसेज पर, जैसे पोस्टल सर्विस है, इन सेवाओं पर ज्यादा ध्यान दिया जाय और इन पर ज्यादा पैसा खर्च किया जाय? दूसरा सवाल मेरा यह है कि आपने लिफाफों, इनलैंड और दूसरी चीजों की कीमत तो बढ़ा दी है, लेकिन फिर भी क्या इस विभाग में घाटा चल रहा है और क्या यही कारण है कि ये सेवायें उतनी नहीं बढ़ पा रही हैं जितनी बढ़नी चाहिये? तीसरा सवाल मेरा यह है कि जैसा मंत्री महोदय ने भोपाल राज्य का जिक्र करते हुए कहा कि ग्रामीण इलाकों में जिस तरीके की सुविधा मिलनी चाहिये वैसी नहीं मिल रही है, इसलिये मैं यह जानना चाहता हूँ कि पोस्टल सेवाओं में सुधार के लिये क्या मंत्री महोदय ने कोई क़ैश प्रोग्राम बनाया है? इसके साथ-साथ मैं यह भी कहना चाहता हूँ कि जब श्री शेरसिंह इस विभाग के

मंत्री थे तो उन्होंने कहा था कि श्रीनगर से लेकर त्रिवेन्द्रम तक अगर कोई चिट्ठी दिल्ली से डाली जाय तो वह हिन्दुस्तान के किसी भी इलाके में तीन दिन तक पहुंच जायेगी, लेकिन आज स्थिति यह है कि चिट्ठियों को पहुंचने में 7, 8, 9 और 10 दिनों से अधिक लग जाते हैं। मैं यह कहना चाहता हूँ कि हिन्दुस्तान के किसी भी हिस्से में तीन दिन के अन्दर चिट्ठी मिल जाय, इसके लिये मंत्री महोदय की तरफ से क्या कदम उठाये गये हैं? आखिरी सवाल मेरा यह है कि जैसा श्री कल्याण राय जी ने कहा, पोस्टल सेवाओं को बढ़ाने के लिये और इस दिशा में प्रशामन को मदद देने और मुआव देने के लिये हम जो यह मांग करते रहे हैं कि इस के लिये एक पार्लियामेंटरी कमेटी बनायी जाय जो समय समय पर सरकार को मुआव दे, उसके गठन के लिये अब तक सरकार ने क्या कार्रवाई की है? एक आखिरी सवाल मेरा यह भी है कि कलकत्ता से मद्रास के लिये जो लाइन बन रही है, मैं यह जानना चाहता हूँ कि यह लाइन डिपार्टमेंट द्वारा बनाई जा रही है या इस को ठेकेदार द्वारा बनाया जा रहा है और यह लाइन कब तक पूरी हो जायेगी?

श्री एस० डी० शर्मा : आपने दो तीन सवाल उठाये हैं। जहां तक कलकत्ता से मद्रास तक लाइन बिछाने का सवाल है, मैं आपको याद दिला दू कि मैंने कहा था और मुझे बताया गया है कि यह लाइन 31 मार्च तक पूरी हो जायेगी। मैंने यह भी कहा था कि मैंने इसके बारे में काफी डिटेल डिस्कशन किया था और मुझे बताया गया है कि यह पूरी हो जायेगी 31 मार्च तक। दूसरा सवाल जो आपने पोस्टल सेवाओं को ज्यादा से ज्यादा बढ़ाने के बारे में कहा है, यह एक स्वाभाविक बात है कि हर एक आदमी यह चाहता है कि हमारे देश के गांवों में कम से कम दो तीन दिनों में चिट्ठियां पहुंच जायें। लेकिन अभी जो स्थिति है, ऐसा कहा जाता है कि कहीं कहीं सप्ताह में चिट्ठियां पहुंचती हैं और यह भी कहा जाता है कि चिट्ठियों को पहुंचने में काफी दिन लगते हैं।

हम उसे जरूर बढ़ाना चाहते हैं लेकिन उसमें कठिनाई यह है कि एन्वैलप और इन्लैंड लैटर्स के दामों का चूँकि आपने जिक्र किया इसके बाद भी अभी हमारा घाटा काफी बढ़ा है और पोस्टल सर्विसेज से घाटा 10 करोड़ रु० के ऊपर आता है। जो कुछ भी हम मेक-अप करते हैं वह टैली-कम्युनिकेशन से करते हैं क्योंकि उसमें फायदा होता है, और जैसा मैंने शुरू में कहा था, मैं उसको स्पष्ट कर दूँ, तो इस वक्त स्थिति यह है जो प्लान में सोचा गया है उसमें हमसे यह आशा की जाती है कि जितना हमारे देश की मुद्रा में खर्च होगा, पूरे प्लान में, वह सब का सब हम अपनी आमदनी में से देंगे यानी 800 करोड़ रु० की हमसे आशा की जाती है। जो भारतीय मुद्रा की है; वह हमको अपने फायदे से देनी है, जब कि हमारा पोस्टल में आलरेडी इतना नुकसान हो रहा है क्योंकि जो विदेशी मुद्रा है वह हमको जो दूसरे देशों से एम्पी-मेंट हो रहे हैं, बैंक से हो रहा है, उनके जरिए जब होगा वह हम को दी जायेगी। यहां पर कोशिश बराबर जारी है लेकिन इतना आसान नहीं है। सी०आर०पी० वगैरह के साथ इसकी तुलना करना मैं समझता हूँ अच्छा नहीं है। कभी कभी को-एक्सिसल लाइन की चोरी हो जाती है और एक बड़ा प्रोबलम यह है कि हमारे तार चोरी हो जा रहे हैं, हमारे कनेक्शन केबल काट लिये जाते हैं, अभी भी हमारी जो टैली-कम्युनिकेशन सर्विस या टैलीफोन हैं, जहां पर हमारे यहां तांबे के तार प्रयोग में आते हैं वे काटे जाते हैं और जब कट जाते हैं हमारी लाइन टूट जाती है और उसकी बजाय अब हम कापर वेल्डेड अल्युमीनियम वायर इस्तेमाल कर रहे हैं लेकिन सुना है अब उसकी भी चोरी शुरू हो गई। तो हमको दोनों चीजों की जरूरत पड़ती है। ला एण्ड आर्डर रहे, ठीक से व्यवस्था चले, तो हमारा काम भी अच्छी तरह से चल सकता है। तो इसलिये इतनी आसानी नहीं है। हां, एक बात हो सकती है कि अगर हमें टैली-कम्युनिकेशन में कुछ ज्यादा रुपया मिल जाय शुरू में तो हम उसको ज्यादा जल्दी पेश कर सकते हैं। इसलिये मैंने जानबूझ कर जिक्र किया और अगर एस०टी०डी० लग जाती है किसी

दो जगह के बीच में, तो जब मैंने शुरू में सुना तो ताज्जुब हुआ कि उससे हमारी आमदनी 40 से 50 गुना हो जाती है—जो आमदनी आर्डिनरी टैलीफोन लिंक से होती है वह एस०टी०डी० लगाने के बाद 40-50 गुना हो जाती है...

डा० रामकृपाल सिंह (बिहार) : रॉय टैलीफोन कनेक्शन्स इससे ज्यादा लगते हैं।

श्री एस०डी० शर्मा : एस०टी०डी० में एक तरफ आप देखते हैं जितने मिनट बात हुई उतने ही का खर्च लगता है। तो जो गलत लगाने की बात है वह अलग है; इस शिकायत को दूर करना चाहिये। उसमें हमें थोड़ी सी मदद मिल जायेगी, हमको पहले पैसा मिल जाय तो हम उस सर्विस को ज्यादा कर सकते हैं, उससे इम्प्लायमेंट के भ्रवसर भी बढ़ा सकेंगे। लेकिन ये जो तमाम प्रश्न हैं इन के बारे में मैं चाहूंगा किसी समय में हम आप लोग बैठें और चर्चा करें; मैं आप सब का बेलकम करूंगा, हम लोग बैठ कर इस प्रश्न पर विचार करें किस तरह से उसको सही किया जा सकता है और मैं आशा करता हूँ कि जितनी दिलचस्पी इस हाऊस ने दिखायी है उससे ज्यादा दिलचस्पी आप सब लोग लेंगे तो हमारा टैली कम्युनिकेशन ज्यादा अच्छा हो सकेगा।

REFERENCE TO THE ARREST OF SHRI SITARAM SINGH

श्री सीताराम सिंह (बिहार) : श्रीमान् उपसभापति जी, मैं आपकी आज्ञा से सदन का और आपका ध्यान अत्यन्त खेद के साथ पुलिस, सी०आर०पी० और मजिस्ट्रेसी के बर्बर अत्याचार की तरफ खींचता हूँ। लोकनायक श्री जयप्रकाश जी के नेतृत्व में जो आंदोलन बिहार में चल रहा है उस जन आंदोलन के तहत मैं 8 अक्टूबर को जिला वैशाली के क्लैक्टरेट के कार्यालय पर शांतिपूर्वक धरना दे रहा था। उस समय हाजीपुर के एस०डी०ओ० आए और उन्होंने कहा हमने आपको गिरफ्तार किया। मैंने पूछा कि किस धारा में आप गिरफ्तार करते