

SHRI M. P. BHARGAVA: May I know whether the displaced persons from Chhamb and Akhnoor living in the camps on the river Chenab have since been rehabilitated or they are still there?

SHRI JAISUKHLAL HATHI: There are, as my colleague said, 7,000 people, families, who have yet to be rehabilitated. Except 60 all others have gone to their original sites. Only 60 are in the camps.

SHRI OM MEHTA: The Minister said that there are 7,000 families who are still to be rehabilitated. There are some who have gone to the Chhamb area. How long will they be given assistance because they are not getting anything from their agricultural land?

SHRI JAISUKHLAL HATHI: Out of these 7,000 people, 2,000 families were resettled by April 1966. For them the question does not arise. Then 4,000 were to be resettled by the end of October 1966 and for the period from April to October we are considering giving them maintenance allowance. For the other 2,200 who are to be rehabilitated by April 1968, we are considering giving assistance.

SHRI A. P. CHATTERJEE: May I know whether the Minister is aware that due to the Indo-Pak war there has been influx of refugees into West Bengal also? May I know whether out of the sum of Rs. 15 crores, which the Ministry is thinking of spending for the rehabilitation of refugees, some amount will be diverted to Bengal? In this connection I may say that out of the total amount of Rs. 590 crores of assistance to the States, 30 per cent. is the general allocation for special needs but West Bengal has so far got only one crore although 30 per cent. of which comes to Rs. 170 crores. Will the Minister see this and in view of the great injustice done to the West Bengal Government in this matter of allocation of special need grants, will he

think of spending something for Bengal for rehabilitating the refugees who have come in the wake of the Indo-Pak war?

SHRI JAISUKHLAL HATHI: The question relates to the displaced persons in Punjab, Jammu and Kashmir as well as Rajasthan who were displaced during the Pakistan hostilities. This amount of Rs. 15 crores is meant for the Western side and it does not include anything for the Eastern side.

SHRI A. P. CHATTERJEE: We are being neglected.

SHRI JAISUKHLAL HATHI: It is not a question of neglect. For the East Pakistan displaced persons, lots of amounts have been sanctioned and in the last Budget, if the Member remembers, we had quite a good amount, even more than this amount, sanctioned for East Pakistan refugees.

\*268. [The questioners (Sarvashri Yella Reddy and P. K. Kumaran) were absent. For answer, vide cols. 2260 infra.]

\*269. [The questioners (Sarvashri Niren Ghosh, M. S. Oberoi and Uttam Singh Dugal) were absent. For answer, vide cols. 2260-61 infra.]

#### INSTALLATION OF METERS TO RECORD TELEPHONE CALLS

\*270 DR. (MRS). MANGLADEVI TALWAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government proposes to install meters to record telephone calls at the residences of the subscribers; and

(b) if so, how long it will take to arrive at a decision in the matter?

THE MINISTER OF STATE IN THE DEPARTMENTS OF PARLIAMENTARY AFFAIRS AND COMMUNICATIONS (SHRI I. K. GUJRAL): (a) No, Sir.

(b) Does not arise.

DR. (MRS). MANGLADEVI TALWAR: I would like to bring to the notice of the Minister that as the new type of telephones installed are very defective, exorbitant sums are being charged from the subscribers for wrong calls and there is no way to know by the subscribers what is the cause of that. There are meters for electric supply consumption, they have meters for water supplies and there is no reason why there should be no meter for the telephone calls specially when there is no way to know the exact position. I was charged last year for the telephone calls for the months that I was never here when my telephone was not in use and nobody could get at it. Not only myself but my other colleagues were also charged similarly. I would like to know from the Minister if he is thinking of devising some other means, if not the meter to get over this difficulty?

SHRI I. K. GUJRAL: I have a great deal of sympathy with the Member if she was charged for the days that she was not here and I am quite prepared to look into that complaint. So far as the general situation is concerned, the calls put through on a telephone are regularly metered. The meters are installed in the exchanges and not in the residences of the consumers. Unlike the electric meters we have not yet been able to devise a design which can be cent per cent. tamper-proof. If we are able to devise such a tamper-proof design, then we will think of installing it at the residences also. For the time being we are thinking that at least in those places where PBX Exchanges are there, as in hotels where they have to charge from the consumers, there we are thinking of giving them meters so that they can get money for payment purposes. Even there it will be the meter in the exchange on which the bills will be issued. Also we are examining the possibility that the STD meter and the local call meter

should be separated and for that a new design has been devised.

Thirdly we are prepared to examine the possibility that if any Member or any consumer particularly complaints that he is being overcharged and he is not satisfied by the enquiries that we make, we can give, on special request, a meter at his residence later on, not now but after a year, when they can compare the total calls but for billing purposes the meter in the Exchanges will be used for final reading.

(Several Hon. Members stood up).

PROF. SATYAVRATA SIDDHANTALANKAR: There is a telephone installed in Mathura Road which . . .

MR. CHAIRMAN: I am coming to you also. One gentleman is standing and speaking, you see.

SHRI V. M. CHORDIA: We have been standing also.

AN HON. MEMBER: And Mr. Sapru there has been standing for some time.

MR. CHAIRMAN: I must apologise to you, Professor. Let Mr. Sapru put his question.

SHRI P. N. SAPRU: I think all these meters and bills are wrong. I have paid very heavy bills for telephone calls. I cannot understand on what basis the calls were calculated. I think there is something wrong with the telephones, something wrong somewhere. I think the hon. Minister should investigate into this matter. They had put down some 600 calls when I was not here even and I have had to pay more than Rs. 500 this year.

SHRI I. K. GUJRAL: I have great respect for the hon. Member who is a senior Member and I cannot but take notice of what he says. The only thing I would submit is that one of the reasons for this increase is the

introduction of subscribers trunk dialling system. The subscribers may look after the telephone instruments more carefully. In one's absence the servants or guests or somebody else can misuse the telephone. I would like to give only one example which may perhaps convince hon. Members to some extent. Ever since the STD came the growth of trunk calls has been very considerable. Between Delhi and Lucknow or between Delhi and Jaipur the trunk calls have gone up 70 or 75 times. They run to thousands. Therefore, I submit that it will be better to look after the instruments more carefully, keep it locked up. That will help. So far as individual complaints are concerned I can assure the hon. Members that we are willing to look into them and we do look at every complaint as carefully as we can.

PROF. SATYAVRATA SIDDHANTALANKAR: Sir, I yielded to Dr. Sapru.

MR. CHAIRMAN: The lady standing there may put her question.

श्रीमती विद्यावती चतुर्वेदी : सभापति महोदय, मैं मंत्री महोदय से जानना चाहूंगी कि क्या यह भी माननीय मंत्री महोदय को ज्ञात है कि आये दिन हमारे टेलीफोन डिस्कनेक्ट रहते हैं। इसके अतिरिक्त मध्य प्रदेश का शायद कोई भी शहर डाइरेक्ट कनेक्शन में नहीं आता है और जिन दिनों हमारे यहां टिकटों वाले हिसाब किताब से बहुत से मेहमान आये थे, उन दिनों टेलीफोन का बिल कम आया और जिन दिनों मैं बाहर थी तब उससे कई गुना अधिक बिल आया। क्या यह जानकारी आप लेंगे कि ऐसा क्यों होता है और इसमें क्या गड़बड़ है? इसके साथ साथ आप के कर्मचारियों को दस दस बार लिखने के बावजूद कि हमारा टेलीफोन डिस्कनेक्ट है कोई सुनता नहीं है। तो क्या इस तरह भी आप उचित कदम उठावेंगे?

श्री आई०के० गुजराल : सभापति महोदय, एक बात आनरेबिल मेम्बर को यकीन दिलाये कि हमें इस बात का अहसास है कि टेलीफोन सर्विस उतनी अच्छी नहीं है जितनी होनी चाहिये। इसलिये मैं ऐसी कोई चीज कहने को तैयार नहीं हूँ कि हमारी टेलीफोन सर्विस मुकम्मल तौर पर अच्छी है।

श्री डाह्याभाई व० पटेल : कांग्रेस राज्य में क्या अच्छा है ?

श्री आई०के० गुजराल : आप के राज्य में अब देख लेंगे। तो एक चीज मैं कहना चाहता हूँ कि और वह यह है कि चाहे कोई कम्प्लेंट आये, उसके मुताबिक पूरी तवज्जह दी जाती है। तीन बातें मैं आपसे अर्ज करना चाहता हूँ। एक तरीका यह है कि 15 दिन के बाद हर मीटर का रूटीन चेकिंग किया जाता है। इसके अलावा जब कोई मेम्बर या सब्सक्राइबर कम्प्लेंट करे कि मेरा मीटर ठीक नहीं चलता, उस उक्त हम दो चीजें करते हैं। एक तरीका यह है कि हम पैरेलल मीटर लगा देते हैं और यह देखते हैं कि दोनों मीटर्स में रीडिंग टेली करती है, ठीक है या नहीं। फिर भी कम्प्लेंट्स परसिस्ट करें तो सर्विस आव्जर्वेशन मीटर लगा देते हैं और आपरेटर के जरिये हर काल पास करते हैं। उसका कागज पर रिकार्ड रख लेते हैं और यह बता देते हैं कि किस सब्सक्राइबर ने कौन से नम्बर को डायल किया और कब डायल किया। वह पूरा रिकार्ड रखा जाता है। इसके बावजूद भी टेली न हो तो भी हम मदद करने को तैयार हैं। अगर आनरेबिल मेम्बर चाहें तो चल कर के एक्सचेंज में देखें और उसमें उनका मालूम होगा कि यह लिंकुन फ्ली आटोमेटिक चीज है जिस में कोई गड़बड़ होने का चांस नहीं है। सिर्फ यही है कि एग्लार होना चाहिये।

श्री सत्यव्रत सिद्धान्तलंकार : सभापति महोदय, अभी मंत्री महोदय ने यह

बताया कि वे हर एक बात बहुत ही ध्यानपूर्वक करना चाहते हैं। जहां तक मंत्री महोदय का संबंध है, वे बहुत ही अच्छे तरीके से काम करते हैं, इसमें कोई संदेह नहीं है। परन्तु आपके जा कार्यकर्ता हैं वे उतना ही अध्यान से काम करते हैं। उसका एक उदाहरण मैं आप को देना चाहता हूं। एक टेलीफोन, मेरा तो नहीं, लगभग मेरा मयुरा रोड पर लगाया है और वह लगभग बन्द ही रहा है। वहां मकान में ताला लगा रहता है। लेकिन उसका 250 रु० 260 रु० हर महीने बिल आता है और वह हम को झक मार कर के देना पड़ता है। हम आप के कार्यकर्ताओं से कहते रहते हैं कि आप खुद आफर के देखिये, लेकिन कोई सुनने वाला नहीं है। इसी तरह से औरों के बिल आते होंगे। आप तो ठीक काम करते हैं, लेकिन आप का स्टाफ भी कुछ नहीं करता है।

श्री आई० के० गुजराल : सभापति महोदय मैं माननीय मेम्बर का बहुत मशकूर हूं कि उन्होंने कम से कम मेरे मुताल्लिक यह कहा कि मैं ठीक काम करता हूँ।

श्री राजनारायण : क्या कहा ?

श्री आई० के० गुजराल : यही कहा है कि मैं ठीक काम करता हूँ।

श्री राजनारायण : उन्होंने कहा कि आप ध्यानावस्थित रहते हैं, यानी विल्कुल ध्यान ही नहीं देते हैं।

श्री आई० के० गुजराल : मैं एक बात का यकीन दिलाता हूँ कि जहां तक इस नम्बर का ताल्लुक है जिस के मुताल्लिक आपने जिक्र किया, अगर मुझे नम्बर बता देंगे तो मैं उसके मुताल्लिक पूरी जांच करके आपको यकीन करा दूंगा।

SHRI B. K. P. SINHA: May I know whether the hon. Minister is aware of a problem of a slightly different nature? Very often when we dial a particular number we are informed

from the other side that it is wrong. In that case also because it is automatic one is charged. And because it is an automatic system when a wrong number is connected what can we do? Every day some four or five calls are put through by me and they are of this nature. The reply is that I have got the wrong number. I take care to check up that it is really the correct number that I am connecting

SHRI I. K. GUJRAL: I am aware that the numbers can be wrongly connected and the meter recording also may be wrong. One of the remedies is for the subscriber to ring up the Supervisor immediately. In that way he can get credit for the call.

SHRI A. D. MANI: May I ask the hon. Minister how these local calls are metered? Are they metered by a common meter in the Exchange or is there a separate meters for every number? And will he give permission to the telephone subscribers to go to the Telephone Exchange and inspect the meter from time to time and satisfy themselves that they are in sound working order? A large number of people feel that they are being charged for calls which they did not make. We would like to know whether these meters are working properly.

SHRI I. K. GUJRAL: I may tell the hon. Member that every telephone has a meter. Secondly so far as visiting and inspecting the meters is concerned not only the hon. Member but every subscriber is welcome to go to the Exchange and see for himself. It is not a question of permitting. They are welcome, I say, because it makes the subscriber understand how the telephone works and how the meter is functioning.

श्री जगत नागेश्वर : मैं वजीर साहब से यह पूछना चाहता हूँ कि जो डाइरेक्ट डायलिंग हो गई है बेटवीन कानपुर ऐंड डेलही,

वेटीवीन डेलही ऐंड जालंधर या और शहरों के बीच इसकी वजह से लोकल काल्स सफर होती हैं और जिस दिन से लोकल काल्स सफर होनी शुरू हुई हैं, तब से इसके चार्ज भी ज्यादा हो गये हैं तो क्या इसको वेरी-फाई करने के लिये कोई तरीका नहीं है ? क्या वजीर साहब बतलायेंगे कि क्या कोई ऐसा तरीका वे करेंगे कि ये जो लोकल काल हो जाती हैं, इनको वेरीफाई कर सकें और यह मालूम कर सकें कि जितना खर्चा आ रहा है वह ठीक है या गलत है ?

श्री आई० के० गुजराल : इसी लिये सभापति महोदय, मैंने अर्ज किया था जब सवाल का जबाब दिया था ।

( Several hon. Members spoke )

MR. CHAIRMAN: How many people would like to talk? Twenty? I have allowed some ten or more. I shall then take up one question only and keep quite. The whole House wants to take part. I do not know where I am. I don't know what to do. Suggest to me what I should do.

श्री आई० के० गुजराल : सभापति महोदय, माननीय मेम्बर ने यह पूछा था कि लोकल काल्स के लिये और सब्सक्राइवर ट्रंक काल्स के लिये क्या अलग अलग मीटर है । हमने एक नये मीटर का डिजाइन बनाया है जो चन्द महीनों में बन जायगा और जो कन्ज्युमर यह चाहेंगे उनके सब्सक्राइवर ट्रंक काल्स के लिये और लोकल काल्स के लिये अलग अलग मीटर लगा दिये जायेंगे ताकि उनको पता चल जाय कि ट्रंक काल का बिल कितना है और लोकल काल्स का बिल कितना है ।

श्री राजनारायण : यह कब तक लग जायगा ।

श्री आई० के० गुजराल : इसमें तकरीबन एक बरस लग जायगा ।

( Several hon. Members stood up )

MR. CHAIRMAN: I think many people have taken part. Next question.

#### COST OF MAINTAINING UNION MINISTERS

\*271. SHRI JAGAT NARAIN: Will the Minister of HOME AFFAIRS be pleased to state:

(a) the total cost of maintaining a single Union Cabinet Minister every month including salary, accommodation and other expenses;

(b) whether there is a proposal to bring down this cost;

(c) the amount spent annually to maintain the entire Union Cabinet of Ministers inclusive of Ministers of State and Deputy Ministers; and

(d) whether Government propose to effect a reduction in this expenditure; and if so when?

THE MINISTER OF HOME AFFAIRS (SHRI Y. B. CHAVAN): (a) and (c) A statement is attached. [See Appendix LXI, Annexure No. 12.]

(b) and (d) No such proposal is under consideration.

श्री जगत नारायण : वजीर साहब ने एक स्टेटमेंट टेबल पर रख दिया है । उसमें उन्होंने क्वेश्चन का 'डी' जो है—

"Whether Government propose to effect a reduction in this expenditure; and if so, when?"

उसका कोई जवाब नहीं दिया । मैं चाहूंगा कि इसका भी कोई जवाब दें । जो उन्होंने स्टेटमेंट सप्लाई किया है उसमें उन्होंने स्टेट मिनिस्टर और फुल मिनिस्टर की जो तनखाह बताई है वह 2250 रुपए है, सम्पच्चूअरी एलाउंस 500 रुपये है, रेंट आफ बिल्डिंग 650 रुपये, इलेक्ट्रिसिटी एंड वाटर चार्ज 200 रुपये, रेंट आफ फर्नीचर