

pleased to state whether there is any proposal under Government's consideration to introduce a closed circuit television system to speed up the flow of goods traffic?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI S. V. RAMASWAMY): No, but it is proposed to carry out studies of its utility and application in Mughalsarai marshalling yard.

#### OVERBRIDGES BETWEEN ROURKELA AND JHARSUGUDA

♦247. SHRI BAIRAGI DWIBEDY: Will the Minister of RAILWAYS be pleased to state the number of railway overbridges proposed to be constructed on different railway stations between Rourkela and Jharsuguda consequent upon the doubling of that track?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI SHAH NAWAZ KHAN): Two foot over-bridges have been provided at Rourkela, one at the station connecting the main platform to the island platform and the other to cross the yard from the town to colony. A foot over-bridge at Kalunga has been extended for the doubling.

SHRI BAIRAGI DWIBEDY: May I know whether any railway overbridge has been constructed over the station at Bamra?

SHRI SHAH NAWAZ KHAN: I shall require notice. But I may tell the hon. Member that we have to construct footoverbridges at nine other stations and may be Bamra is one of them.

#### टेलीफोनों का ठीक काम न करना

\*२४८. श्री भगवत नारायण भार्गव : क्या परिवहन तथा संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या उन्होंने भारतीय व्यापार तथा उद्योग मण्डलों के संघ द्वारा जारी किये गये उस वक्तव्य को देखा है जो २ जून, १९६२ को 'हिन्दुस्तान टाइम्स' में प्रकाशित हुआ है और जिसमें संघ ने टेलीफोनों के काम की आलोचना की है ;

(ख) क्या यह सच है कि टेलीफोनों के काम के बारे में विशेषतः घंटी न बजने और प्रायः गलत नम्बर मिलने के बारे में कई शिकायतें समय समय पर समाचार पत्रों में छपती रही हैं ;

(ग) क्या यह सच है कि ये शिकायतें दिल्ली पर लागू होती हैं ; और

(घ) इस सम्बन्ध में सरकार द्वारा क्या कार्यवाही की जा रही है ?

#### t [DEFECTIVE WORKING OF TELEPHONES

♦248. SHRI B. N. BHARGAVA: Will the Minister of TRANSPORT AND COMMUNICATIONS be pleased to state:

(a) whether he has seen the statement released by the Federation of Indian Chambers of Commerce and Industry and published in the 'Hindustan Times' of the 2nd June, 1962 in which they have criticised the working of telephones;

(b) whether it is a fact that many complaints about the working of telephones especially about the non-ringing of bells and about getting wrong numbers very often, appeared in the Press from time to time;

(c) whether it is a fact that these complaints apply to Delhi; and

(d) what action is being taken by Government in this regard?

t [ ] English translation.

परिवहन तथा संचार मंत्रालय में उपमंत्री  
(श्री बी० भगवती) : (क) जी, हाँ ।

(ख) हाल ही में गलत नम्बर मिलने की कुछ शिकायतें समाचार पत्रों में प्रकाशित हुई हैं ।

(ग) जी हाँ ।

(घ) परियात के मौजूदा भारी जमाव को घटाने और संगठन सम्बन्धी कमियों को दूर करने के लिए टेलीफोन केन्द्रों का विस्तार किया जा रहा है ।

THE DEPUTY MINISTER IN THE  
MINISTRY OF TRANSPORT AND  
COMMUNICATIONS (SHRI B.  
BHAGAVATI) : (a) Yes.

(b) Some complaints about getting wrong numbers have appeared in the Press recently.

(c) Yes.

(d) Expansion of the telephone exchanges for reducing the present heavy congestion and removal of organisational deficiencies.]

श्री भगवत नारायण भार्गव : क्या गवर्नमेंट इसका कारण बता सकेगी कि दिल्ली में इस प्रकार की बहुत शिकायतें होती हैं कि डावल ठीक लगाने पर भी बार बार गलत नम्बर मिलते हैं ? अगर ऐसा है तो इन टेलीफोनों का चार्ज गवर्नमेंट क्यों न अपने ऊपर ले, जब कि दोष उस एक्सचेंज का है ?

SHRI B. BHAGAVATI: These telephone systems are heavily overloaded. So it has not been possible to satisfy the people. But measures have been taken to improve this system of communication. One exchange is be-

ing opened at Jorbagh which must improve the situation in the Southern part of New Delhi. And another is going to be opened near Delhi Gate and that should also improve the situation in Connaught Place and the Old Delhi area.

SHRI BABUBHAI CHINAI: In view of the fact that complaints about the Telephone Department are pouring in from all parts of the country, is it the intention of the Government to appoint an enquiry committee to find out what the complaints are and what are the remedies?

SHRI J AGJI VAN RAM: An enquiry committee might be necessary if the causes are not known. Enquiry committee has become a slogan with some vested interests in the country. "We know the causes and we know the remedies. The causes are known and the remedies are also known. It is the shortage of resources that is standing in the way and as soon as we have the resources all these defects will be removed.

SHRI BABUBHAI CHINAI: Are the complaints only from the vested interests as the hon. Minister was referring just now, or are they from all the consumers or users of the telephone system?

SHRI JAGJIVAN RAM: This slogan for an enquiry committee has arisen from a section of the vested interests.

SHRI K. SANTHANAM: Is the hon. Minister aware that the persons in charge of the phonograms at the Delhi offices are not able to take any kind of dictation in English?

SHRI JAGJIVAN RAM: I am aware and we have to repeat the words several times, and sometimes we have to give them the spelling also. Action is being taken to improve the efficiency of the staff.

[ ] English translation.