डाक सेवायें

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*१६२६. { श्री म० ला० द्विवेदी :
श्री क० गो० सेन :

क्या परिवहन तथा संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार को ऐसी शिकायतें प्राप्त हुई हैं कि डाक से भेजे जाने वाले तारों, पत्रों तथा अन्य वस्तुओं को पहुंचने और बांटने में बहुत अनियमितता आ गई है ; और

(ख) यदि हां, तो इस स्थिति को सुधारने के लिये क्या किया जा रहा है ?

परिवहन तथा संचार मंत्रालय में राज्य-मंत्री (श्री राज बहादुर) : (क) १९५७ के वर्ष में अ-रजिस्ट्रीकृत वस्तुओं एवं तारों के सम्बन्ध में प्राप्त शिकायतों की संख्या क्रमशः ४५१२० तथा ६४४६५ थी । अधिक अनियमित रूप से डाक-वितरण किये जाने की शिकायतों की संख्या तीन है ।

(ख) डाक तथा तार सेवाओं की कार्यकुशलता को बढ़ाने के लिये विभाग द्वारा किये गये सुधार कार्यों का विवरण पत्र सभा-पटल पर रखा जाता है । [देखिये परिशिष्ट ८, अनुबन्ध संख्या ६८]

श्री म० ला० द्विवेदी : मैं जानना चाहता हूं कि डाक व तार के अनियमित रूप से बांटे जाने की खबर सरकार को कब लगी क्योंकि मुझे याद है कि ५ मार्च, १९५३ को जो तार मैंने भरुआ सुमेरपुर भेजा था वह वहां आज तक नहीं पहुंचा । इसकी खबर सरकार को कब लगी और क्या कार्यवाही की गई ?

श्री राज बहादुर : माननीय सदस्य को अनुभव होगा कि अकसर तारों में या चिट्ठियों में कभी कभी देरी भी हो जाती है और कहीं कहीं ऐसा भी होता है कि जहां लाखों और करोड़ों की तादाद में तारें व चिट्ठियां जाती हैं वहां एक आध गुम भी हो जाता है । जो आंकड़े दिये गये हैं उनसे ज्ञात होगा कि इस तरह से आने वाली शिकायतों की संख्या बहुत कम थी और अगर उसका प्रतिशत हिसाब फैलाया जाये तो वह .००१५ प्रतिशत आता है, जहां तक अरजिस्ट्रीकृत डाक का ताल्लुक है ।

श्री म० ला० द्विवेदी : क्या गवर्नमेंट के ध्यान में यह बात भी आई है कि बहुत से पोस्टमैन डाक की जो बांटने वाली आर्टिकल्स होती हैं, वे उनको कूड़े में फेंक कर चले जाते हैं, उनकी डिलीवरी नहीं होती है ? इस तरह की भी कोई घटना क्या मंत्री महोदय के ध्यान में आई है ?

श्री राज बहादुर : ऐसी एक आध घटना हुई होगी लेकिन कहावत है कि वन स्वालो डज़ नाट मेक ए समर । एक आध घटना से यह नहीं कहा जा सकता है कि जहां करोड़ों की संख्या में चिट्ठियां बांटी जा रही हैं, तारें पहुंचाई जा रही हैं, उन सब की सब का इसी तरह से हाल होता है ।

Shri Achar: Are Government aware of the fact that the dates of the seals on the stamps are smudged and are not decipherable with the result that one could not check whether the articles are delivered in time or not?

Shri Raj Bahadur: That is a fact in the case of certain stamps and certain seals of the post offices. But that is on account of the fact that we have got to have all these seals prepared by a co-operative society at Aligarh. The only alternative before us is either to stamp out in the stamp factory itself and go on to some mechanised process for the manufacture of seals or to allow these five hundered or more persons to carry on with their work and keep them employed.

श्री म० ला० द्विवेदी : जिस वक्त इस प्रश्न की सूचना मैंने दी थी उस वक्त उसमें

मैंने कम से कम एक दर्जन उदाहरण इस बात के दिये थे कि समय पर तारे वगैरह नहीं पहुंचती है । अब इस विवरण में लिखा है कि एक कमेटी नियुक्त की गई है जो कि इस बात की जांच करेगी और सुझायेगी कि क्या क्या सुधार हो सकते हैं । मैं जानना चाहता हूं कि इस कमेटी के टर्म्स आफ रेफेंस क्या हैं ?

श्री राज बहादुर : आपने उदाहरण दिये होंगे, उनका मुझे ज्ञान नहीं है । लेकिन जो प्रश्न है वह लिस्ट में छपा हुआ है । जहां तक जो स्टेप्स हमने लिये हैं उनका ताल्लुक है, उनके बारे में एक विवरण मैंने सभा के पटल पर रख दिया है । जहां तक कमेटी की नियुक्ति का सम्बन्ध है, वह तो समय समय पर हम लोग विभिन्न चीजों को देखने के लिये नियुक्त करते रहते हैं और उनकी जो सिफारिशें होती हैं, उनको कार्यान्वित किया जाता है ।

Shri M. L. Dwivedi: The Minister has not mentioned the terms of reference. What is the duty that the commitee has to do?

Shri Raj Bahadur: The hon. Member will see that his question relates to what steps are being taken.

Shri M. L. Dwivedi: In the statement supplied by the Ministry, it is only mentioned that

> "The Government has appointed a committee last June to look into the telegraph working and the report is likely to be received by the end of July."

I want to know what the specific duty of the committee is.

Mr. Speaker: In reply to the first part of the question the Minister has stated that so many telegrams have been delayed in delivery. In reply to the second part of the question as to what steps are being taken, Government have stated that they have appointed a committee to go into the details and then make a report. Thereafter, they will implement these decisions. Shall we, on the authority of this question which has merely asked what steps are being taken, and to which the reply has been given that a committee has been appointed, go into the further details as to what has happened? It may arise in a distant manner, but not directly.

Shri Raj Bahadur: Even so, may I remind the hon. Member that the terms of reference of this committee also have been placed before the House so far as I remember at least on three occasions?

Shri Thimmaiah: May I know whether the complaints in this regard by the public are on the increase or decrease?

Shri Raj Bahadur: I should say that both the traffic as also the complaints are on the increase.

Shri Joachim Alva: Have Government not enough sanctions in their armoury to enforce penalties against defaulting postal peons?

Shri Raj Bahadur: I think it is not only through penalties or punishments that we can effect improvements in the service; we shall also have to take note of the fact that at many places our workers have got to work under very difficult conditions,—congested post offices, congested RMS vans etc. We shall not also conceal that fact from the House.

Shri Harish Chandra Mathur: Have Government got any system or machinery for test-checking and investigating these irregularities? If so, what is the conclusion?

Shri Raj Bahadur: That is there and I think a reference to that has been made in the statement also. At any rate, we have got the system of posting test letters and checking whether they reach in time and to see what are the defects or shortcomings in the service. That is always kept in mind.

Shri Tangamani: It is said in the statement that the Telegraph Inquiry Committee which was set up in June last year will submit its report in July this year. May I know whether that report will be made available to Members as directed by the Speaker, even though it may be inter-session period?

Shri Raj Bahadur: The normal procedure when a report is received is that it is examined by the Government and a resolution is passed on the recommendations accepted by Government, and then it is normally placed on the Table of the House.

Shri Prabhat Kar: May I know whether the present system of delivery of telegrams by motor cycle postmen now adopted in Delhi will be introduced in other important places also?

Shri Raj Bahadur: The system of using scooters for delivery of telegrams is one of the measures adopted to expedite and improve the delivery of telegrams. I hope that if the experiment succeeds in Delhi, we shall try to extend it to other places too, subject to the limitations of finance at our disposal.

Shri P. G. Sen: Is it a fact that the postal employees are adopting a go-slow process in their day to day work and going even so far as to refuse a part of the registration and money orders that people bring on the ground that they are already heavily burdened?

Shri Raj Bahadur: There may be certain instances where on account of some reason or other the employees might be resorting to go-slow tactics, but then by and large, that is not the state of affairs.

Shri P. G. Sen: Is it a fact that letters from the public to the postal authorities regarding these delays elicit no response from the administration, and that part (a) of the question is but a corollary to that?

Shri Raj Bahadur: I do not think that letters are not replied to. At least so far as the Ministry is concerned and the Directorate is concerned, I can say that complaints received by us are not only acknowledged but inquired into and disposed of on merits.

Workers of ex-Barsi Light Railway

*1929. **Shri Tangamani:** Will the Minister of **Railways** be pleased to state:

(a) whether it is a fact that about 350 workers of the ex-Barsi Light Railway were placed in lower grade when the Railway was taken over by Government on 1st January, 1954; and

(b) if so, what action Government have so far taken in the matter?

The Deputy Minister of Railways (Shri Shahnawaz Khan): (a) Yes, about 500 employees were absorbed in lower grades.

(b) The existing pay of some of these employees was protected. The matter is however again under consideration.

Shri Tangamani: After this railway was taken over by Government, out of these 2200 employees, as the hon. Deputy Minister has stated, 500 have been placed under lower grades. May I know whether the representations made by the Union will be considered in view of the fact as much as Rs. 4½ lakhs will be the amount lost by these 500 employees?

Shri Shahnawaz Khan: These employees have been making representations and we have been considering them. Some of their demands have already been conceded; others are under the consideration of the Ministry.

Shri Tangamani: Even those employees who have not been degraded,