

**PUBLIC ACCOUNTS COMMITTEE
(1968-69)**

**FORTY SIXTH REPORT
(FOURTH LOK SABHA)**

**[Action taken by Government on the Recommendations of the
Public Accounts Committee contained in their 57th Report
(Third Lok Sabha) on expenditure incurred by the External
Publicity Division of the Ministry of External Affairs]**



**LOK SABHA SECRETARIAT
NEW DELHI**

336-39511 *March, 1969/Phalguna 1890 (Saka)*
Price Re. 0.70 p.

K83

**LIST OF AUTHORISED AGENTS FOR THE SALE OF LOK SABHA
SECRETARIAT PUBLICATIONS**

Sl. No.	Name of Agent	Agency No.	Sl. No.	Name of Agent	Agency No.
ANDHRA PRADESH			12.	Charles Lambert & Company, 101, Mahatma Gandhi Road, Opposite Clock Tower, Fort, Bombay.	30
1.	Andhra University General Cooperative Stores Ltd., Waltair (Visakhapatnam)	8	13.	The Current Book House, Maruti Lane, Raghunath Dadaji Street, Bombay-1.	60
2.	G. R. Lakshminpathy Chetty and Sons, General Merchants and News Agents, Newpet, Chandragiri, Chittoor District.	94	14.	Deccan Book Stall, Ferguson College Road, Poona-4.	65
ASSAM			15.	M/s Usha Book Depot, 585/A, Chira Bazar, Khan House, Girgaum Road, Bombay-2 BR.	5
3.	Western Book Depot, Pan Bazar, Gauhati.	7	MYSORE		
BIHAR			16.	M/s. Peoples Book House Opp. Jaganmohan Palace, Mysore-1.	16
4.	Amar Kitab Ghar, Post Box 78, Diagonal Road, Jamshedpur.	37	RAJASTHAN		
GUJARAT			17.	Information Centre, Government of Rajasthan, Tripolia, Jaipur City.	38
5.	Vijay Stores, Station Road, Anand.	35	UTTAR PRADESH		
6.	The New Order Book Company Ellis Bridge, Ahmedabad-6.	63	18.	Swastik Industrial Works, 59, Holi Street, Meerut City.	2
HARYANA			19.	Law Book Company, Sardar Patel Marg, Allahabad-1.	48
7.	M/s. Prabhu Book Service, Nai Subzimandi Gurgaon, (Haryana).	14	WEST BENGAL		
MADHYA PRADESH			20.	Granthaloka, 5/1, Ambica Mookherjee Road, Belgharia, 24 Parganas.	10
8.	Modern Book House, Shiv Vilas Palace, Indore City.	13	21.	W. Newman & Company Ltd., 3, Old Court House Street, Calcutta.	44
MAHARASHTRA			22.	Surma K. L. Mukhopadhyay, 6/1A, Banchharani Akkur Lane, Calcutta 12.	82
9.	M/s. Sunderdas Gianchand, 601, Girgaum Road, Near Princess Street, Bombay-2.	6	23.	M/s. Mukherji Book House, 8B, Duff Lane, Calcutta-6.	
10.	The International Book House (Private) Limited, 9, Ash Lane, Mahatma Gandhi Road, Bombay-1.	22			
11.	The International Book Service, Deccan Gymkhana, Poona-4.	26			

CORRIGENDA TO 46th REPORT OF P.A.C.
 (1968-69) PRESENTED TO LOK SABHA ON
 18th April, 1969.

<u>Page</u>	<u>para</u>	<u>line</u>	<u>for</u>	<u>read</u>
(111)		28	Joint Secretar	Joint Secretary
4	1.8	7	should have been	had been
4	1.8	10	infructuous	infructuous
7	1.16	2	as	was
40	1.8	5	should have been	had been
40	1.8	7	infrutous	infrutuous

CONTENTS

		PAGE
COMPOSITION OF THE PUBLIC ACCOUNTS COMMITTEE (1968-69)		(iii)
INTRODUCTION		(v)
CHAPTER	I Report	1
CHAPTER	II Recommendations/Observations that have been accepted by Government	10
CHAPTER	III Recommendations/Observations which the Committee do not desire to pursue in view of the replies of Government ..	18
CHAPTER	IV Recommendations/Observations replies to which have not been accepted by the Committee and which require reiteration.	22
CHAPTER	V Recommendations/Observations in respect of which Government have furnished interim replies	29
 APPENDICES		
	I Main Recommendations of the Committee on the Indian Foreign Service in regard to the External Publicity Division. (The Pillai Committee)	34
	II Summary of main conclusions/Recommendations	40

336, 3951R
Ed

PARLIAMENT LIBRARY
(Library & Reference Service)
(House of Commons Publications)
Acc. No. R 31257.2
Date 24.1.92

**PUBLIC ACCOUNTS COMMITTEE
(1968-69)**

CHAIRMAN

Shri M. R. Masani

MEMBERS

2. Shri Syed Ahmed Aga
3. Shri K. Anirudhan
4. Shri S. M. Banerjee
5. Shri C. K. Bhattacharyya
6. Shri K. G. Deshmukh
7. Shri V. Krishnamoorthi
8. Shri D. K. Kunte
9. Shri N. R. Laskar
10. Shri K. K. Nayar
11. Shrimati Sushila Rohatgi
12. Shri Narendra Kumar Salve
13. Shri Ram Awtar Sharma
14. Shrimati Tarkeshwari Sinha
15. Shri Tayappa Hari Sonavane
16. Shri A. P. Chatterjee
17. Shri K. Damodaran
18. Shri Shanti Kothari
19. Shri S. S. Mariswamy
- *20. Shri G. H. V. Momin
21. Shri N. R. M. Swamy
22. Shri Tarkeshwar Pandey

SECRETARIAT

Shri Avtar Singh Rikhy—*Joint Secretary*

Shri K. Seshadri—*Under Secretary.*

*Declared elected on 19th August 1968 *vice* Shri M. M. Dharia, who resigned in the Committee.

INTRODUCTION

I, the Chairman of the Public Accounts Committee, as authorised by the Committee, do present on their behalf this Forty-sixth Report on the action taken by Government on the recommendations of the Public Accounts Committee contained in their 57th Report (Third Lok Sabha) an expenditure incurred by the External Publicity Division of the Ministry of External Affairs.

2. On 12th June, 1968, an "Action Taken" Sub-Committee was appointed to scrutinise the replies received from Government in pursuance of the recommendations made by the Committee in their earlier Reports. The Sub-Committee was constituted with following Members :

1. Shri D. K. Kunte—*Convener*.
2. Shri C. K. Bhattacharyya.
3. Shri K. K. Nayar.
4. Shri Narendra Kumar Salve.
5. Shrimati Tarkeshwari Sinha.
6. Shri N. R. M. Swamy.

3. The draft Report was considered and adopted by the Sub-Committee at their sitting held on 7th February 1969 and finally adopted by the Public Accounts Committee on 3rd March 1969.

4. For facility of reference the main conclusions/recommendations of the Committee have been printed in thick type in the body of the Report. A statement showing the summary of the main recommendations/observations of the Committee is appended to the Report (Appendix II).

5. The Committee place on record their appreciation of the assistance rendered to them in this matter by the Comptroller and Auditor General of India.

M. R. MASANI,

NEW DELHI;

Chairman

March 11, 1969/Phalguna 20, 1890 (Saka) *Public Accounts Committee*

CHAPTER I

REPORT

1. This Report of the Committee deals with action taken by Government on the recommendations contained in the 57th Report (Third Lok Sabha) on expenditure incurred by the External Publicity Division of the Ministry of External Affairs which was presented to the House on 5th September, 1966.

1.1. The action taken notes/statements on the recommendations contained in the Report of the Committee have been categorised under the following heads :

- (i) *Recommendations/observations that have been accepted by Government :*
S. Nos. 1, 2, 9, 11, 12, 13, 15, 16, 17, 18, 19, 20, 21, 25 and 26.
- (ii) *Recommendations/observations which the Committee do not desire to pursue in view of the replies of Government :*
S. Nos. 4, 5 and 14.
- (iii) *Recommendations/observations replies to which have not been accepted by the Committee and which require reiteration :*
S. Nos. 3, 7 and 8.
- (iv) *Recommendations/observations in respect of which Government have furnished interim replies :*
S. Nos. 6, 10, 22, 23, 24 and 27.

1.2. The Committee will now deal with action taken on some of the recommendations.

Utilisation of Tele-printers installed in Indian Missions Abroad Para 2.14 and 2.15 (S. No. 3)

1.3. Following a decision taken by Government in September, 1961 to replace the morse-cast system of communications by the tele-printer system, tele-printer sets were obtained for 36 Missions through M/s. Westrex (for receiving sets) and M/s. Olivetti (for page printers). The new system, besides being more efficient and faster, was expected to result in appreciable savings to the exchequer. Taking note of this position, the Committee had made the following observations in para 2.15 of the Report :

"The Committee are glad to be informed that an immediate saving of about Rs. 3 lakhs recurring has been effected due to the switch over from morse-cast to tele-printer system and hope that suitable steps will

be taken by the Ministry to extend the tele-printer service to as many of the important Missions as possible at the earliest so that the communications could be more efficient. This facility will not only result in savings but also result in quicker transmission of messages."

1.4. In their reply, dated the 10th September, 1968, the Ministry of External Affairs stated :

"So far tele-printer service has been extended to 47 Missions and it is likely to be extended to about a dozen more Missions during the current financial year. The Committee on Indian Foreign Service (The Pillai Committee) has also recommended a further extension of the system to as many Missions as possible. Possible improvements in the system are under study."

1.5. The Committee desired to be furnished with further information on the following points :—

- (i) The precise progress made in the installation of tele-printers in replacement of morse instruments.
- (ii) Number of tele-printers purchased so far from M/s. Westrex and M/s. Olivetti, the total expenditure incurred and the Missions in which they have been installed.
- (iii) Whether Ministry have any data about the periods for which these tele-printers have been in use or out of commission.
- (iv) Whether complaints about the working of the tele-printers were received and if so, the number of such cases.
- (v) Copies of correspondence with ISM about rectification of defects in the tele-printers.

1.6. In their reply dated the 19th December, 1968, the Ministry of External Affairs have stated :—

- (i) (a) Eight more Missions have since been provided with tele-printer service. The delay in extending this service to the remaining Missions is due to the following reasons :—
 - (1) The transmission from Delhi is multi-directional and at places far remote from Delhi there has been difficulty in picking up the transmission. Unless clear reception is possible the tele-printer service cannot be extended to such areas. The possibility thereof is being examined in consultation with the O.C.S.
 - (2) In some countries, the repairs and servicing facilities for tele-printers are not available. Such Missions have, therefore, necessarily to wait till such facilities become available before tele-printers are installed therein in replacement of morse instruments.

- (b) Proposal for the installation of tele-printers in 13 more Missions is under active consideration in this Ministry at present.
- (ii) 38 Missions have been equipped with Westrex Radio Receiver and Olivetti Page Printers. All these machines were purchased through I.S.D. London. Total expenditure on the purchase, freight and installation of these equipments came to Rs. 4,76,720. Six of these machines later had to be diverted to other Missions. Names of the Missions which received Westrex, Olivetti equipment originally or on diversion is shown in the Annexure. (See page 27).
- (iii) The number of temporary or serious failures, which can be handled locally, are not always reported by the Missions to the Ministry. Here it may be added that the Heads of the Missions have been given powers to incur expenditure on ordinary repairs/replacements etc.; in respect of the tele-printers up to certain limits in order to avoid the same remaining out of commission for longer periods.
- (iv) Complaints about the working of the tele-printers have been due to more than one reason ranging from the fluctuating voltage of the local electric supply or to weak signals from Delhi. In some cases, there have also been mechanical breakdowns of the equipment. As, however, such cases are not always reported to the Ministry and ordinary repairs etc. to the tele-printers are got done by the Missions under their own delegated powers it is not possible to give the number of such cases.
- (v) In order to avoid unnecessary delay, the Missions have been authorised to write direct to ISM London about their complaints regarding the working of the Radio equipment. No correspondence on the subject is, therefore, available with the Ministry."

1.7. Audit have furnished the following information to the Committee in connection with the working of the tele-printers in some of the Missions :

"It has been reported that the tele-printers received at London, Tokyo, Karachi and Stockholm could not be of any use to the Missions there due to atmospheric and local disturbances and had consequently to be shifted to the Missions at Madrid, Singapore, Colombo and Copenhagen respectively. The infructuous expenditure involved in the installation and transportation of the tele-printers in these cases is, however, not known. In this connection, the Ministry of External Affairs have explained that the sets had to be shifted to other places because of the difficulties faced by the receiving Missions in the matters of maintenance and repair facilities owing to non-availability of repair equipment locally.

In some cases, installation charges in respect of these sets were disproportionately high. For instance, the installation expenditure at Moscow, Bonn and the Hague amounted to Rs. 20,164, Rs. 8,340 and Rs. 6,133, as against Rs. 194, Rs. 146, Rs. 156 and Rs. 297 spent at Rangoon, Nepal, Peking and Brussels respectively. The Ministry of External Affairs have, however, explained that depending upon local conditions installation charges do vary and there is nothing that can be done about it as everything has to be done according to the regulations prevailing from country to country.

Further, the Director of Audit, London, had informed the Ministry of External Affairs in November, 1967 that the tele-printer at Rome was not working satisfactorily and that the machines needed frequent repairs. We are not aware whether the warranty clause has since been invoked for replacement of the defective parts of the set."

1.8. The Committee note that the teleprinter service has so far been extended to 55 Missions. It has been stated that one difficulty in extending this service to the remaining Missions has been lack of clear reception at places far away from Delhi and that the Overseas Communication Services is being consulted on the measures to be adopted to eliminate this difficulty. The Committee wish that the advice of the Overseas Communication Service should have been taken earlier, before the teleprinter sets were installed, as they notice that, due to lack of clear reception, the teleprinters installed in a few Missions had to be shifted elsewhere, involving some infructuous expenditure on shifting. The Committee hope that the study by Overseas Communication Services will be completed early and necessary improvements made in the system, so that the outmoded morse-cast system can be replaced by teleprinter service in more Missions.

1.9. The Committee also note from the information furnished by Audit that owing to the absence of local servicing/repair facilities the teleprinters installed in some of the Missions did not function satisfactorily. Considering the expenditure incurred and the importance of this facility from the point of view of maintaining quick and efficient contact with the Missions, the Committee would like Government to undertake a review of the working of these teleprinters to ascertain whether they have been functioning satisfactorily and where major shortcomings in performance are noticed the suppliers should be asked to rectify them.

1.10. They may also take steps to remove the difficulties experienced by some missions in maintenance and repair (owing to non-availability of repair equipment locally), of teleprinters.

1.11. Another matter brought to notice of the Committee is that in some cases installation charges in respect of these sets were disproportionately high. For instance, the installation expenditure at Moscow, Bonn and

the Hague amounted to Rs. 20,164, Rs. 8,340 and Rs. 6,133 as against Rs. 194, Rs. 146, Rs. 156 and Rs. 297 spent at Rangoon, Nepal, Peking and Brussels respectively. The Committee feel that these large variations in the installation charges need looking into.

Review of staff position of Information Service in various Missions—Paragraph 3.2. (S. No. 7).

1.12. In paragraph 3.2, the Committee made the following observations :—

“The Committee find from the statement furnished with regard to budget estimates and the expenditure on Information Services in the various Indian Missions abroad, that the percentage of the budget grant actually devoted to real publicity work is very low almost in all the cases with a few exceptions. The Committee were informed in evidence that with regard to publicity work in Kabul a great deal of literature was sent to Kabul from the Headquarters. The Committee would like the Ministry to review the staff position of the Information Services in the various Missions in order to see whether the present strength is commensurate with the work-load.”

1.13. In their reply dated the 10th September, the Ministry of External Affairs stated :

“The staff position of the Information Services in the various Missions is reviewed every year. Each year, the Missions are required to furnish to the Ministry, detailed work-load statistics in support of their proposals for continuance of the existing staff and for creation of any additional posts. The work-load data is carefully scrutinised by the Work Study Unit of the Ministry before recommendations are made for continuance of posts. There are quite a few instances of reductions having been made in the staff purely from the economy angle. The proposals for the additional posts are subjected to a much more rigorous drill before being further processed. On the other hand, in some Missions there is a genuine shortage of technical staff like translators, interpreters and qualified projector operators etc. It is proposed to examine this matter in detail with a view to achieving a more rational position in staffing.

It will be appreciated no doubt that optimum utilisation of manpower in the field of publicity involves a vast field of activity which cannot be reflected in the Secretariat oriented statistical indices. It is often the case that a reasonable increase in the allocation of funds to ‘real publicity’ or public relations activities results in a more fruitful utilisation of the existing manpower.

Note : The review of staff position is actually a continuous process. Not only the position is reviewed every year in the Ministry when the

continuance of the temporary posts is asked for but the Foreign Service Inspectors also periodically review the staff position at the time of their visits to Missions/Posts and make suitable recommendations where necessary.

1.14. The Committee desired to be furnished further information in the following points :—

- (i) the precise steps taken to rationalise the staffing structure in the Information Services of India in Missions.
- (ii) the extent to which the Staff Inspection Unit have suggested rationalisation of staff in Embassies visited by them and at Headquarters.

1.15. In their reply dated the 19th December, 1968, the Ministry of External Affairs have stated :—

- (i) Government is fully aware of the necessity of keeping staff in the Indian Missions abroad including the Information Services to levels consistent with the quantum of work-load and demands of functional efficiency, with due regard to the need of economy. Keeping this in view the Foreign Service Inspectors, consisting of an Additional Secretary of the Ministry and one Joint Secretary of the Ministry of Finance visit all the Missions/Posts abroad periodically and determine the staff requirements of each Mission after on the spot inspection and examination. During the years 1967 and 1968 Information Wings of 15 Indian Missions were inspected by them and their recommendations on the staffing structure implemented. Besides, the staff inspection unit of the Ministry of Finance also inspected at the request of this Ministry the Missions at Kathmandu, Rangoon, Colombo and Kandy with a view to review the staffing patterns. While the recommendations of this Unit so far received have been implemented in case of other Missions, in case of Kathmandu the same are under consideration. In addition, the staff strength of every Indian Mission is scrutinized from the work-load angle in consultation with the Internal Work Study Unit of the Ministry at the beginning of each year, when proposals for the continuance of posts etc.; are made.

It will thus be seen that the review of the staffing structure in the Indian Missions abroad including the Information Services of India is almost a constant and continuous process.

- (ii) (a) The Staff Inspection Unit of the Ministry of Finance conducted an on the spot study in the Ministry with a view to determine the strength of officers and staff required

for each branch on the basis of the actual work-load. The following reduction at the headquarters was recommended by that unit :—

Under Secretaries	..	2
Attaches	..	2
Section Officers	..	9
Assistants	..	49
L.D.C.	..	47
Jamadars	..	2
Daftries	..	14
Peons	..	21

The Unit also recommended an increase in the UDC Posts by 16.

- (b) The Unit was also requested to inspect certain Indian Missions abroad and its recommendations are given in Appendix.

The recommendations of the Staff Inspection Unit so far as Headquarters are concerned have been implemented. In case of the Indian Missions abroad visited by that Unit, except for Kathmandu, recommendations in case of all other Missions have also been implemented. Recommendations with regard to Kathmandu are under consideration.

1.16. The Committee note from the information furnished to them that a reduction in the establishment as achieved in the headquarters of the Ministry as a result of work-load studies conducted by the Staff Inspection Unit of the Ministry of Finance. The Committee also note that a similar reduction in establishment has also been effected in two Missions as a result of the study conducted by this Unit. This would appear to suggest that there is scope for similar economies in other Missions. The Committee would suggest that the question be remitted for special study especially in respect of the bigger Missions, such as those at London, Washington and the major capitals in Europe.

Expenditure on publicity works and pay and allowances etc.

Para 3.3 (S. No. 8)

1.17. In para 3.3, the Committee made the following recommendations :

“The Committee suggest that actual amount devoted to real publicity work and the pay, allowances, etc. of Officers and Establishment may be shown separately in the Annual Report of the Ministry.”

1.18. In their reply dated the 10th September, 1968, the Ministry of External Affairs stated :—

“Noted for guidance”.

“With effect from the year 1966-67, the amount of Budget Provision of the External Publicity Division at Headquarters and in Missions/Posts abroad, where separate ISI organisations exist are being given in the Annual Report of the Ministry.”

1.19 In their further reply dated the 19th December, 1968, the Ministry of External Affairs stated :—

“The break-up of expenditure for the year 1967-68 was inadvertently omitted to be given in the Annual Report for the year 1967-68. The same is given below :—

- | | |
|---|-------------------|
| (a) Budget Grant of External Publicity Division
for 1967-68 including ISI Posts abroad | Rs. 169.09 lakhs. |
| (b) Element of Pay and Allowances of Officers
and Establishment. | Rs. 79.17 lakhs. |

It has, however, been ensured that the requisite yearly break-up of expenditure is invariably included in the Annual Report from now onwards.”

1.20. The Committee regret to note that the Ministry omitted to include the break-up of expenditure on External Publicity Division in their Annual Report for the year 1967-68. The Committee hope that this information would be invariably included in the future Annual Reports.

1.21. The Committee find that during the year 1967-68, out of the total provision of Rs. 169.09 lakhs for External Publicity Division including ISI posts abroad, the cost of establishment accounted for Rs. 79.17 lakhs or about 47 per cent of the total provision. The Committee consider this percentage of expenditure on pay and allowances of officers and establishment to be high. The Committee suggest that the scope for rationalising the staff employed be examined by Government on the lines suggested earlier in this Report.

General

Action taken on the recommendations of the Committee on Indian Foreign Service (The Pillai Committee).

1.22. The Committee note that the Committee on Indian Foreign Service (The Pillai Committee) has comprehensively examined the working of the External Publicity Division of the Ministry of External Affairs and made a number of recommendations for improvement in the working of the Division. That Committee have also examined some of the matters dealt

with in the 57th Report of the Public Accounts Committee (*viz.* S. Nos. 3, 6, 9, 10, 11, 12, 22, 23, 24 and 27). The main recommendations of the Pillai Committee in regard to the External Publicity Division are given in Appendix I.

1.23. The Committee hope that Government will consider the recommendations of the Pillai Committee with the seriousness they deserve and take necessary action to improve the working of the External Publicity Division.

CHAPTER II

RECOMMENDATIONS/OBSERVATIONS THAT HAVE BEEN ACCEPTED BY GOVERNMENT

Recommendation

The Committee are of the opinion that the system of budgeting relating to the External Publicity Division leaves much to be desired. There appears to be no system of making budget provisions in relation to realities. The Committee feel that the Ministry have concerned themselves only with overall limits to the budget and the estimates on individual items are not accurate. This has made the Parliamentary Control on those items somewhat ineffective. It is seen from the budget estimates particularly under the head 'Wireless & Cables', that the actual expenditure during the year 1963-64, 1964-65 and 1965-66 has been much higher than the estimates. (S. No. 1).

Action Taken

This recommendation of the Committee arose out of the discussion on the wide disparity between budget estimates and actual expenditure under 'Wireless & Cables' during the years 1963-64, 1964-65, 1965-66, but is presumably intended to apply in general as the disparity under this one item is naturally reflected in the overall picture. As already explained to the Committee, the budget estimates under the item 'Wireless and Cables' fell far short of the actuals as a result of unforeseen events having taken place.

In line with the recommendations of the P.A.C. it is proposed to review our budgeting with a view to incorporating more carefully our assessment of the needs for expenditure under such variable items. This, however, can not guarantee that the estimates will be so completely accurate as to eliminate occasions for supplementary grants or provision of funds through re-appropriation in as much as political events are beyond the control of this Ministry. It will be appreciated no doubt that budgeting for such items as 'Wireless and Cables' publications etc. cannot be supported with cast-iron justifications as in the case of other more controllable items.

Recommendation

The Committee are of the view that in matters of External Publicity, the Department have to plan and look ahead and frame, their estimates accordingly, otherwise, there is always a likelihood of their being caught unawares. Framing of estimates, therefore, for the External Publicity Division solely on the basis of the previous years' experience will not

always prove accurate. The Committee hope that keeping these factors in view there would be greater and better efforts in the Ministry for a more accurate budgeting. (S. No. 2).

Action Taken

Publicity abroad by printed word is done by Indian Missions by issuing periodicals and by distributing printed material, pamphlets, leaflets and books. For economic and social development, the Ministry has thought of a series called 'Progress Series' on each aspect of our development which is in the process of being implemented. These forms the main stream of external publicity through pamphlets abroad. Supporting the above main publicity are pamphlets and leaflets produced for special topics which serve our national interest and commemorate important national events. With the exception of pamphlets and leaflets on socio-economic subjects, there can be no final estimate about the other topics well in advance because national and international circumstances change a great deal, and pamphlets etc., have to be produced as circumstances require. The crux of the matter however is the possibility or otherwise of departing from the time-honoured method of going by previous years estimates. In this respect, the responsibility for breaking new ground does not lie with this Ministry alone. The recommendation of the Committee will not course be implemented.

Further Information

Please intimate the result of the review of the Budget.

Answer

In order to make the provisions in the Budget more realistic in terms of anticipated requirements the following steps have been taken by the Ministry :—

- (i) While estimating requirements apart from taking into consideration the expenditure incurred during previous years, planned and approved publicity programmes for the ensuing year and the likely expenditure thereon are taken into account.
- (ii) While reviewing the progress of expenditure periodically, the impact of both the cash expenditure and book debits is determined to ensure that all the book debits are taken into account at the time of such review. Besides, the necessary of expeditious adjustment of all book debits has been impressed upon the spending and estimating authorities.
- (iii) Steps have also been taken to ensure that as far as possible post-budget commitments of inescapable nature are undertaken only after determining savings in the voted funds.

- (iv) Determining targets and achievements which is being currently considered it is hoped, will, result in increasing the efficacy of budgeting under this head.
- (v) A statement showing the results of the steps taken for improving budgeting under this is enclosed, as Annexure 'A', (Page 17).

Recommendations

The Committee suggest that the Ministry may consider the desirability of opening publicity units in a phased programme in as many of the remaining Missions as possible keeping in view the work load involved and the experience gained so far in this respect. (S. No. 9)

Action Taken

In respect of strengthening of existing ISI Units and opening of new ISI Units a phased programme has been chalked out on the basis of the assessment of the importance of various stations from the publicity angle.

The Committee on Foreign Service (The Pillai Committee) who examined the matter has recommended in its report—"We understand that pressing demands for the setting up of new publicity units abroad have had to be turned down for want of funds. We urge the adoption of a more positive approach and recommend an expansion of the network of publicity units abroad during the next decade, according to a phased programme of priorities. This will involve the addition of about 20 new units".

The programme will be implemented as and when adequate funds and personnel are available.

Recommendations

The Committee appreciate that as agreed to by the Foreign Secretary, Publicity by pamphlets was conventional publicity; original and attractive material had to be brought out, contracts with elements who influenced public opinion should be established and a lot depended on the availability of funds and the personalities of India's representatives abroad. (S. No. 11).

The Committee would, therefore, suggest that all these factors be taken into consideration by the Government for the purposes of reorientation or improvement of the present system of external publicity, as the case may be, so that the external publicity organisation may become more effective and purposeful. (S. No. 12).

Action Taken

The recommendations are noted for guidance.

The recommendations of the Pillai Committee on the subject of production of pamphlets and brochures for publicity are summarised below :—

- “(i) The production programme for whole year should be prepared on a tentative basis so that budget resources are properly allocated; adjustments can always be made later to meet urgent and unforeseen needs. This will enable better planning of production and distribution and avoid hasty improvisation at the eleventh hour;
- (ii) More attention should be given to quality even if this means a reduction in quantitative output;
- (iii) The X.P. Division should maintain a panel of high class script writers on whose services it can draw as occasion demands and pay them well; services of good script writers in foreign languages should also be secured;
- (iv) Production should be diversified and oriented to suit the needs of different areas; and
- (v) Pamphlets in foreign languages should be produced at selected centres abroad where the best facilities are available”.

Recommendations

The Committee agree with the representative of the Ministry that to some extent it was the individual Indian and his own behaviour when he went abroad that made a major contribution in the matter of good or bad external publicity. The Committee feel that in the case of individual Indians when they go abroad, the Indian Missions abroad and India's representatives can also play an important part by maintaining proper and cordial liaison and by giving all possible assistance and help to them to the extent they need such assistance. (S. No. 13).

Action Taken

It has been impressed upon all officers engaged on publicity work that they should do their utmost to help visitors from India especially by placing propaganda material, etc., at their disposal whenever they ask for it. Assistance of other nature is also rendered to the visitor by the other departments concerned. It has, however, to be noted with sorrow that in some cases, individual citizens going abroad sometimes carry with them attitudes of moral or other kinds of superiority, which do make a bad impression on their foreign hosts. This is a psychological problem which has to be solved in India and not abroad.

Further Information

Please intimate the Action taken on the recommendations of the Pillai Committee.

Answer

As under Point No. (2).

The recommendations of the Pillai Committee are still under active consideration of the Ministry.

The recommendations of the Committee made at (i) to (v) are already being followed.

Recommendation

The Committee hope that suitable steps will be taken to afford facilities to the foreign correspondents, comparable to the facilities and privileges that are afforded to them in other countries or at least similar to those which are afforded to the Indian correspondents in foreign countries. (S. No. 15).

The Committee also hope that the External Publicity Division would have by now gained from past experience and have taken steps to see that the situations like those described in the evidence do not arise in future. (S. No. 16).

Action Taken

According to the present practice, Foreign correspondents (other than Commonwealth citizens who do not need visas) are given entry visas by our concerned Missions and as soon as they arrive in India, a multiple entry visa is given on application by the Home Ministry in consultation with the Ministry of External Affairs. All foreign correspondents stationed in Delhi know that as and when they have any difficulty about visas (or for that matter anything else) they can contact the Ministry of External Affairs or Press Information Bureau who either help them out or suitably explain the precise position. Regarding visa and customs facilities and general treatment to T.V. and Press teams coming in suddenly from abroad, the Ministry of External Affairs keep themselves in readiness and the facilities provided have been found adequate by various teams and no complaints have arisen in this regard in recent times.

As regards television teams, it has now been decided that if they come to India and remain here for a period of less than one month to do their programme, their equipment is allowed free of customs duty and quite often on a simple undertaking that it will be re-exported. If they remain for more than one month proportionate duty is charge, but this too is waived on our recommendation if the period of stay is only a little over a month. Quite a few foreign TV teams, either due to rush or due to lack of correct information come here without letting the Ministry of External Affairs know before-hand what equipment, etc. they are bringing. In such cases, the Ministry have been able to help them clear their equipment with the co-operation of the customs authorities. With regard to production of feature

films by foreign companies the cases are processed by the Ministry of Information and Broadcasting. With regard to documentaries to be produced by the foreign T.V. companies, we assist in clearance of their itineraries and fixing interviews for them. In cases where the companies agree to show their films before screening to our missions and accept our suggestions we recommend and obtain complete waiver of customs duty on raw stock of films.

Apart from this, the Ministry help them in making appointments for interview etc. at short notice. However, in the light of the recommendations of the P.A.C., and in order to decide what further facilities should be given to foreign correspondents, all Information posts abroad have been asked to supply information about the facilities given to foreign correspondents. The study made of the information shows that the facilities in India are broadly similar to those offered to foreign correspondents in other parts of the world. However, the possibility of removing any minor difficulties in the way of foreign correspondents functioning here is constantly kept in view. We propose to initiate action with the various Ministries concerned, specifically the Ministry of Information and Broadcasting and seek additional facilities for foreign correspondents. One fact that emerged strongly while pursuing replies from our missions was that foreign correspondents appreciate more than anything else prompt official reactions to news stories. In order to provide this, the official spokesman of Ministry of External Affairs meets foreign correspondents twice a week when Parliament is not sitting (and once when it is), so that all their questions are answered. In addition, the spokesman makes himself available to all correspondents daily between 4.30 and 5.30 P.M. This facility has been appreciated by the correspondents. It is in keeping with the recommendations made by the Pillai Committee as well.

Recommendations

It is also noted that lot of material is received from all the Indian Missions abroad and only important articles are selected and the selection also depends on the importance of the paper and the subject. The Committee were also told in evidence that the World Press Reviews were for the use of Ministers, Officers in the Ministry, for the Indian Missions abroad and for the Members of the Consultative Committee. It was further contended in evidence that the review served a useful purpose because the trend of the World Opinion could be seen from the Reviews. (S. No. 17).

The Committee have not found any basis for selection of the information contained in the World Press Review No. 270 dated 2-3-1966 which could in any way serve any purpose or any of the objectives laid down. (S. No. 18).

The Committee fail to understand as to how the inclusion of such information which is not only trivial in nature, but which also tends to ridicule

an individual or which contains palpably incorrect information would enrich the knowledge of the persons working in the Indian Mission abroad and in the Ministry of External Affairs. (S. No. 19).

The Committee feel that it would be better if the Ministry, instead of including material of the type mentioned in Bulletin No. 314 dated 17-3-1966 invited the attention of the appropriate Ministry for such corrective action as might be considered necessary. This will also result in avoiding unnecessary expenditure. (S. No. 20)

The Committee hope that the Ministry would exercise due care and proper judgement in the selection of articles for inclusion in the Review even though the circulation of such Reviews is limited to Ministries and officials etc. (S. No. 21)

Action taken

The recommendations have been noted. 'The Restricted' World Press Review has already been discontinued. Material which need to be included in this series is now circulated only to such departments/officials who require to be informed of adverse comments in foreign press.

The Committee are perturbed to note that information of classified nature sometime gets published in the papers, and that it leaks out through various sources and at various levels mostly from the headquarters. (S. No. 25)

The Committee feel that leakage of classified information is a serious matter and that the Ministry of External Affairs should not have a feeling of helplessness, in putting a stop to it especially in view of the fact that such unauthorised leakage not only causes embarrassment to Government, but also injures the national interest. It is imperative that a thorough security check is exercised by the Ministry in this matter so as to stop the leakage of the classified information completely. A close and constant vigilance in such matters is a "Must" (S. No. 26)

Action taken

The Security instructions issued from time to time by the Bureau of Security are being observed in the External Publicity Division. Steps are being taken to ensure maximum security possible in consultation with the Bureau of Security whenever necessary. The extent of access to classified material in X.P. Division has been restricted to the absolute minimum. The problem of leakage however is of a general nature and is engaging the attention of the Ministry as a whole.

ANNEXURE 'A'

Comparative Statement showing Budget Estimates and actual expenditure on the External Publicity Division for the year 1964-65 to 1967-68

(In Lakhs)

	1964-65			1965-66			1966-67			1967-68		
	B.E.	Actual expdr.	Variation (+/-)									
	Rs.	Rs.	%									
Pay of Officers	2.62	2.72	(-)4	2.77	2.15	(-)22	2.39	1.33	(-)44	2.45	2.34	(-)4
Pay of Establishment	1.43	0.89	(-)38	1.26	0.69	(-)45	0.38	0.46	(-)21	0.62	0.47	(-)24
Allowance and Honoraria	1.21	1.16	(-)4	1.42	0.98	(-)31	0.99	0.63	(-)36	1.15	1.21	(-)5
Production & Purchase of Publications				12.70	6.89	(-)46	11.94	10.15	(-)15	15.20	11.30	(-)26
Other Publicity Expenditure (including)												
"Wireless & cables" and "P&T charges")				23.99	39.61	(-)61	25.05	64.31	(-)156	18.38	19.14	(-)4
Other Charges	33.66	47.58	(-)41	1.92	4.36	(-)127	1.53	2.52	(-)65	2.21	0.89	(-)59
TOTAL	38.92	52.35	(+)34.50	44.06	54.68	(+)24.10	42.28	79.40	(-)87.80	40.01	35.35	(-)11.50

CHAPTER III

RECOMMENDATIONS/OBSERVATIONS WHICH THE COMMITTEE DO NO DESIRE TO PURSUE IN VIEW OF THE REPLIES OF GOVERNMENT

Recommendations

The Committee find, however, from the note now furnished that the savings in the pay of establishment during the years 1963-64, 1964-65 and 1965-66 have been stated to be mainly due to large number of posts in the establishment remaining vacant. (S. No. 4)

The Committee are unable to understand how the Ministry can contend that the activities of the External Publicity Division and Information Posts abroad have to be tailored to a small budget, while year after year there have been large savings on account of non-filling up of posts. (S. No. 5)

Action Taken

The comments of the Committee have been carefully noted. The savings reported in respect of the years 1963-64, 1964-65 and 1965-66 related to establishment charges of the External Publicity Division at headquarters due to some posts having remained vacant. It will be appreciated that by the very nature of the service which involves frequent transfer of personnel between Missions and headquarters and grant of leave to the employees immediately after their transfer, posts sometimes remain vacant for want of substitutes for the relieved personnel. The savings referred to were however utilised to meet expenditure under other heads.

The Ministry's contention that the activities of the External Publicity Division and the Information Posts abroad have to be tailored to a small budget which was made earlier in reply to Question No. 4 will be apparent from the following :

				(in lakhs of rupees)		
Year				Original Estimates	B.F.	Actual Expenditure
<i>I. X.P. Division</i>						
1963-64	29.61	28.16	34.54
1964-65	47.09	38.92	52.34
1965-66	72.72	44.06	67.65
<i>II. I.S.I. posts abroad</i>						
1963-64		79.41	85.73
1964-65		89.31	91.49
1965-66		94.94	98.50

Particular attention is invited to the figures for 1965-66 relating to the headquarters establishment. Initial cuts in the original estimates impose restrictions on our planning for publicity. It will be noticed, however, that

the actual expenditure was only a little short of the original estimate. The position with regard to the budgetary allotment for the current financial year involves the same possibility of actuals varying violently from the Budget Estimates as accepted. Against our original estimates of Rs. 54 lakhs for the X.P. Division, we have been allotted only Rs. 40 lakhs with the result that we have drastically; to prune much of the publicity activities we had in view; yet, we are obviously totally unable to guarantee that there will be no internal or external developments requiring intensified publicity activity. We have to recognise the possibility that B.E. might prove unreal. We had intended, in pursuance of the recommendations of the I.F.S. Committee, to acquire additional mechanical devices to improve efficiency and speed of operations, but the question has been shelved for want of funds. We proposed to open at least two new I.S.I. units abroad, but for lack of funds we shall not be able to open more than one during the current financial year. There has been a sizeable cut in the planned expenditure on 'Production and Purchase of literature' account. As a result we shall not be able to implement to the desired extent, the recommendations of the I.F.S. Committee in this regard. Briefly, it can be stated that availability of funds do play a significant role in effective publicity where one needs to plan ahead; and, provision of the funds at the end of the year in the face of actual expenditure in excess of the budget grant does not sufficiently counteract the damage sustained due to original *ad hoc* cuts. So the fact remains that the External Publicity Division is forced to tailor its publicity activities to a small budget.

Another factor to be borne in mind is that the activities of the External Publicity Division and the Information Posts on real publicity are reflected under the head 'Other Charges'. The percentage of real publicity expenditure over the years have not registered any significant increase as a substantial portion of the expenditure is met in foreign exchange. The amounts devoted on real publicity and their percentage to the total budget grant are indicated below :

(in lakhs of rupees)

Year	B.I.	Budget grant utilised on real publicity	Percentage
<i>X.P. Division</i>			
1963-64	28.16	23.35	83
1964-65	38.92	33.66	87
1965-66	44.06	38.61	88
<i>I.S.I.</i>			
1963-64	79.41	23.29	29
1964-65	89.31	27.89	31
1965-66	94.94	29.96	32
<i>Total</i>			
1963-64	107.57	46.63	43
1964-65	128.23	61.55	48
1965-66	139.00	68.57	49

There are standing instructions to curtail expenditure on foreign exchange. The Public Accounts Committee also recommended in their 20th Report (Third Lok Sabha)—S. No. 15 for exercising economy in expenditure particularly under 'Other Charges'. In pursuance thereof instructions were issued to Missions to effect economy particularly under 'Other Charges'. It was especially because of this restriction that despite constant demand from the Missions, it has not been possible for the Ministry to allot additional funds for publicity activities as the major portion of the expenditure was to be in foreign exchange. A comparison of the expenditure on the External Publicity Division and the Information Posts abroad to the total budget grant of 'External Affairs' indicates that only 6% of the overall budget was spent on External Publicity in 1963-64. This percentage has however remained constant at 7% during the years 1964-65 to 1966-67.

NOTE : Audit could not verify the figures pertaining to the I.S.I.

Recommendation

The Committee suggest that suitable steps should be taken to remove as far as possible, the dis-satisfaction among the Indian Students by establishing regular contracts with them. They also suggest that the Heads of the Missions/Senior Officers should set apart some time during the week to write to the students and apprise them of the latest developments that had taken place in India and also to render them advice and assistance as necessary, including supply of News letters, etc. They trust that as stated by the Foreign Secretary steps would be taken to rectify the difficulties experienced by the Indian students abroad promptly as far as possible. (S. No. 14).

Action taken

Dis-satisfaction among Indian students abroad, where it exists, is due to a multiplicity of causes—some reasonable, some unreasonable; and it is not always due to some failure on the part of the I.S.I. units abroad. In countries where Indian students are studying in very large numbers, it is the responsibility of the Education Department of the Mission to keep in touch and try to redress various grievances of Indian students. The Information Department plays a very important role and makes available all information that the students require with a view to putting India's case across to the foreigners. The Information Department also keeps close liaison with the Indian students organisations and supplies them with publicity material as also documentary films. It would of course be the ideal state of affairs if all students could be supplied individually with all the publicity material that is published; but the slender financial resources of the X.P. Division do not permit such distribution. It will no doubt be appreciated that not all students study in the metropolitan areas; the larger the country the more widespread are the location of Indian students' communities. In some countries, Indian students have done laudable work in organising themselves

into associations and maintaining liaison with our missions. Such student bodies are invariably supplied with all the literature and material they need and ask for, subject of course to overall availability. These bodies often approach our Missions for the services of Speakers to address them and their local friends on matters of current interest, and such requests are invariably met subject, again, to the availability of bodies and money for travel. The importance of the publicity potential of Indian students abroad is always kept in mind by our Mission. In this context, it has to be remembered also that blatant use of students for propaganda is likely to be frowned upon by most countries.

CHAPTER IV

RECOMMENDATIONS/OBSERVATIONS REPLIES TO WHICH HAVE NOT BEEN ACCEPTED BY THE COMMITTEE AND WHICH REQUIRE REITERATION

Recommendation

The Committee are glad to be informed that an immediate saving of about Rs. 3 lakhs recurring has been effected due to the switch-over from morse-cast to teleprinter system and hope that suitable steps will be taken by the Ministry to extend the teleprinter service to as many of the important Missions as possible at the earliest so that, the communications could be more efficient. This facility will not only result in savings but also result in quicker transmission of messages. (S. No. 3)

Action Taken

So far teleprinter service has been extended to 47 Missions and it is likely to be extended to about a dozen more Missions during the current financial year. The Committee on Indian Foreign Service (The Pillai Committee) has also recommended a further extension of the system to as many missions as possible. Possible improvements in the system are under study.

Further Information

Please furnish the following information :—

- (i) the precise progress made in the installation of teleprinters in replacement of morse instruments.
- (ii) how many teleprinters have been purchased so far from Messrs. Westrex and Messrs. Olivetti, the total expenditure incurred and the Missions in which they have been installed.
- (iii) whether Ministry have any data about the periods for which these teleprinters have been in use or out of commission.
- (iv) whether complaints about the working of the teleprinters were received and if so, give the number of such cases.
- (v) Please also furnish copies of correspondence with ISM about rectification of defects in the teleprinters.

Answer

(i) (a) Eight more missions have since been provided with teleprinter service. The delay in extending this service to the remaining missions is due to the following reasons :—

1. The transmission from Delhi is multidirectional and at places far remote from Delhi there has been difficulty in picking up the

transmission. Unless clear reception is possible the teleprinter service cannot be extended to such areas. The possibility thereof is being examined in consultation with the O.C.S.

2. In some countries the repairs and servicing facilities for teleprinters are not available. Such missions have, therefore, necessarily to wait till such facilities become available before teleprinters are installed therein in replacement of more instruments.

(b) Proposal for the installation of teleprinters in 13 more missions is under active consideration in this Ministry at present.

(ii) 38 missions have been equipped with Westrex Radio Receiver and Olivetti Page Printers. All these machines were purchased through I.S.D., London. Total expenditure on the purchase, freight and installation of these equipments came to Rs. 4,76,720.43. Six of these machines later had to be diverted to other missions. Names of the missions which received Westrex, Olivetti equipment originally or on diversion is shown in the Annexure 'A' (Page 27).

(iii) No. as temporary or serious failures, which can be handled locally, are not always reported by the missions to the Ministry. Here it may be added that the Heads of the Missions have been given powers to incur expenditure on ordinary repairs/replacements etc.; in respect of the Teleprinters upto certain limits in order to avoid the same remaining out of commission for longer periods.

(iv) Complaints about the working of the teleprinters have been due to more than one reason ranging from the fluctuating voltage of the local electric supply or two weak signals from Delhi. In some cases there have also been mechanical breakdowns of the equipment. As, however, such cases are not always reported to the Ministry and ordinary repairs etc.; to the Teleprinters are got done by the missions under their own delegated powers it is not possible to give the number of such cases.

(v) In order to avoid unnecessary delay the missions have been authorised to write direct to ISM London about their complaints regarding the working of the Radio equipment. No correspondence on the subject is, therefore, available with the Ministry.

Reco~~mmendation~~ation

The Committee find from the statement furnished with regard to budget estimates and the expenditure on Information Services in the various Indian Missions abroad, that the percentage of the budget grant actually devoted to real publicity work is very low almost in all the cases with a few exceptions. The Committee were informed in evidence that with regard to publicity work in Kabul a great deal of literature was sent to Kabul from the Headquarters. The Committee would like the Ministry to review the staff position of the Information Services in the various Missions in order to see whether the present strength is commensurate with the work load. (S. No. 7).

Action taken

The staff position of the Information Services in the various Missions is reviewed every year. Each year, the Missions are required to furnish to the Ministry, detailed work-load statistics in support of their proposals for continuance of the existing staff and for creation of any additional posts. The work-load data is carefully scrutinised by the Work-Study Unit of the Ministry before recommendations are made for continuance of posts. There are quite a few instances of reductions having been made in the staff purely from the economy angle. The proposals for the additional posts are subjected to a much more rigorous drill before being further processed. On the other hand, in some missions there is a genuine shortage of technical staff like translators, interpreters and qualified projector operators etc. It is proposed to examine this matter in detail with a view to achieving a more rational position in staffing.

It will be appreciated no doubt that optimum utilisation of manpower in the field of publicity involves a vast field of activity which cannot be reflected in the Secretariat—oriented statistical indices. It is often the case that a reasonable increase in the allocation of funds to 'real publicity' or public relations activities, results in a more fruitful utilisation of the existing manpower.

NOTE : The review of staff position is actually a continuous process. Not only the position is reviewed every year in the Ministry when the continuance of the temporary posts is asked for but the Foreign Service Inspectors also periodically review the staff position at the time of their visits to Missions/Posts and make suitable recommendations where necessary.

Further Information

- (i) Please intimate the precise steps taken to rationalise the staffing structure in the Information Services of India in Missions.
- (ii) Please furnish a note indicating the extent to which the SIU have suggested rationalisation of staff in Embassies visited by them and at Headquarters.

Answer

(i) Government is fully aware of the necessity of keeping staff in the Indian Missions abroad including the Information Services to levels consistent with the quantum of work-load and demands of functional efficiency, with due regard to the need of economy. Keeping this in view the Foreign Service Inspectors, consisting of an Additional Secretary of the Ministry and one Joint Secretary of the Ministry of Finance visit all the Missions/Posts abroad periodically and determine the staff requirements of each Mission after on-the-spot inspection and examination. During the years 1967 and 1968 Information Wings of 15 Indian Missions were inspected by them and their recommendations on the staffing structure implemented. Besides, the staff inspection unit of the Ministry of Finance also inspected at the request of this Ministry the Missions at Kathmandu, Rangoon, Colombo and Kandy with a view to review the staffing patterns. While the recommendations of this Unit so far received have been implemented in case of other Missions, in case of Kathmandu the same are under consideration. In addition, the staff strength of every Indian Mission is scrutinized from the work-load angle in consultation with the Internal-Work Study Unit of the Ministry at the beginning of each year, when proposals for the continuance of posts etc. are made.

It will thus be seen that the review of the staffing structure in the Indian Missions abroad including the Information Services of India is almost a constant and continuous process.

(ii) (a) The Staff Inspection Unit of the Ministry of Finance conducted an on-the-spot study in the Ministry with a view to determine the strength of officers and staff required for each branch on the basis of the actual work-load. The following reduction at the Headquarters was recommended by that unit :—

Under Secretaries	2
Attaches	2
Section Officers	9
Assistants	49
L.D. Clerks	47
Jamadars	2
Daftries	14
Peons	21

The Unit also recommended an increase in the UDC posts by 16.

(b) The Unit was also requested to inspect certain Indian Missions abroad and its recommendations are given in Annexure 'B' (Page 28).

The recommendations of the Staff Inspection Unit so far as headquarters are concerned have been implemented. In case of the Indian Missions abroad visited by that Unit, except for Kathmandu, recommendations in case of all other missions have also been implemented. Recommendations with regard to Kathmandu are under consideration.

Recommendation

The Committee suggest that actual amount devoted to real publicity work and the pay, allowances, etc., of Officers and Establishment may be shown separately in the Annual Report of the Ministry (S. No. 8).

Action taken

Noted for guidance.

NOTE : With effect from the year 1966-67, the amount of Budget Provision of the External Publicity Division at Headquarters and in Missions/Posts abroad, where separate ISI organisations exist are being given in the Annual Report of the Ministry.

Further Information

As the Annual Report 1967-68 of the Ministry of External Affairs does not show the break up of expenditure on staff and publicity as previously suggested by the PAC kindly intimate the document in which this information is being given.

Answer

The break-up of expenditure for the year 1967-68 was inadvertently omitted to be given in the Annual Report for the year 1967-68. The same is given below :—*

It has, however, been ensured that the requisite yearly break-up of expenditure is invariably included in the Annual Report from now onwards.

- | | |
|---|------------------|
| *(a) Budget Grant of External Publicity Division
for 1967-68 including ISI Posts abroad. | Rs. 160.09 lakhs |
| (b) Element of Pay and Allowances of Officers
and Establishment. | Rs. 79.17 lakhs |

ANNEXURE A

List of the Mission supplied with Westrex/Olivetti Equipment

Sl. No.	Mission	Total Expenditure
1.	Accra	
2.	Addis Ababa	
3.	Algiers	
4.	Ankara	
5.	Baghdad	
6.	Bangkok	
7.	Beirut	
8.	Belgrade	(DIVERTED TO MANILA)
9.	Berne	
10.	Bonn	
11.	Buenos Aires	
12.	Brussels	
13.	Cairo	
14.	Damascus	
15.	Djakarta	
16.	Hongkong	
17.	Kabul	
18.	Kathmandu	
19.	Karachi	(DIVERTED TO COLOMBO)
20.	Kuala Lumpur	
21.	London	(DIVERTED TO MADRID)
22.	Lagos	
23.	Moscow	
24.	Nairobi	
25.	Paris	
26.	Peking	
27.	Phnom Penh	
28.	Prague	
29.	Rabat	
30.	Rangoon	
31.	Rio de Janeiro	
32.	Rome	
33.	Stockholm	(DIVERTED TO COPENHAGEN)
34.	Sydney	(DIVERTED TO VIENTIANE)
35.	Tehran	
36.	The Hague	
37.	Tokyo	(DIVERTED TO SINGAPORE)
38.	Warsaw	
EXPENDITURE		
(i) Payment made to the firm for equipment and freight through I.S.D. London		
		Rs. 3,98,126-06
(ii) Installation charges incurred by the Missions		
		Rs. 78,594-37
TOTAL		Rs. 4,76,720-43

ANNEXURE 'B'

Name of the Mission	Recommendations of the Staff Inspection Unit reg.							
	Reduction				Creation			
	(1)	India-based (2)	Local (3)		India-based (4)		Local (5)	
(1) High Commission of India, <i>Colombo.</i>	1st Secy.	1	Sr. Clerk	3	Registrar	1	Asstt.	1
	Asstt.	2	Sinhala				Stenographer	1
	P.A.	1	Translator	1			Translator	1
	Clerks	2	Jr. Clerk	1			Watchmen	2
			Peons	3			Peon	1
						Daftry	1	
(2) Asstt. High Commission of India, <i>Kandy.</i>	Nil		Part-time Gardener	1	1st Secy.	1	Assistant	2
					Registrar	1	Sr. Clerks	4
					Assistant	3	Jr. Clerks	13
					P.A.	1	Daftry	2
							Peons	3
(3) Embassy of India, <i>Rangoon.</i>	Registrar	1	Asstts	2	Security Guard	1	Clerk	1
	Clerks	2	Clerks, Telephone Operators	3	(in lieu of the existing			
			Daftries	2	local Chowkidar).			
			Peons	3	Nil.		Nil	
(4) Embassy of India, <i>Kathmandu.</i>	2nd Secy.	2	Head Clerk	1				
	Registrar	1	Translator	1				
	Assistant	6	Clerks	3				
	P.A.	1	Library Attendant	1				
	L.D.C.	2	Peons etc.	12				
	Security Guards	5	Chowkidar	1				
			Chauffeur	1				
			Daftry etc.	1				
		Cleaner	1					

CHAPTER V

RECOMMENDATIONS/OBSERVATIONS IN RESPECT OF WHICH GOVERNMENT HAVE FURNISHED INTERIM REPLIES

Recommendation

While the Committee are glad to note that there is a preliminary selection at the headquarters of the films to be sent to foreign countries for exhibition and a second selection is also exercised by the Heads of Missions assisted by the Information Officer, they would like the Ministry to ensure that the films selected projects the true image of India, and its culture. (S. N. 6)

Action Taken

Pursuant to the recommendations of the Committee, a review of the supply of films, both documentaries and feature films, was undertaken in the Ministry and special emphasis is now placed on supplying as many coloured documentaries as possible within the limits of the availability of foreign exchange for the raw stock. Also, a selective distribution system based on the regional suitability of the films has been introduced, and films are not distributed in a routine manner to all missions. This system, while continuing the distribution of films with universal appeal to all, ensures the projection of the true image of India with maximum selective impact. The Ministry however do not claim that the system is perfect and that it is free from technical snags. For these reasons, a further study of the possibilities of improving the impact of film publicity is being undertaken. The Committee on Indian Foreign Service (The Pillai Committee) whose report is now under consideration of the Government has suggested the following improvement under the heading :

“The first essential is that documentaries and films strips designed exclusively for external publicity—global or regional—should be produced in accordance with a precise programme and coordinated requirements of all Territorial Divisions. If the Films Division is unable to fulfil this entire programme, the services of non-departmental talent from the private sector and in exceptional cases even foreign technical assistance should be used to the extent necessary. All the films must carry commentaries in major languages, *i.e.*, English, French, Spanish, Arabic and Russian and in the local language of a particular country or area as a special case. Secondly, the X.P. Division should bear the full cost of production of films produced for external publicity according to this programme. The number of titles produced will obviously be limited by the funds available but even with fewer films, if they are better produced and have appropriate commentaries, we can expect to achieve

greater impact than hitherto. Thirdly, it may be desirable to have a self-contained External Publicity Unit of the Films Division set up in Delhi to achieve closer liaison with the X.P. Division. For the immediate future, a cell may be created in Bombay and a suitable officer from the X.P. Division deputed for a period of years to assist in an advisory capacity in the production of films for external publicity. And, lastly, the missions should be allowed more funds and facilities for better maintenance of their equipment and screening of films”.

The above suggestion is being examined and the PAC will be informed of the final decision as soon as the same is arrived at.

Recommendation

In case it is not possible to give effect to this suggestion immediately the Committee desire that the Ministry should ensure that publicity work in those Missions where there are no publicity units is handled by a person who has received some special training in handling publicity work. (S. No. 10).

Action Taken

The recommendations of the Committee have been noted.

It will be relevant to reproduce the following para from the report of the Committee of Indian Foreign Service (The Pillai Committee) which is under consideration of the Government and the PAC will be informed of the final decision as soon as the same is arrived at.

“We believe that it is the duty of the Foreign Service to develop this expertise within its own ranks through a careful and sustained programme of training and career planning. Every Foreign Service Officer may not, and indeed cannot, turn out a Public Relations expert. Aptitudes should be carefully watched and those who show promise and interest given further professional training in modern methods and techniques of mass communication and public relations; they must be enabled to perfect their skills on the job through a careful choice of assignments”.

Recommendation

The Committee note that Dr. Shelvankar's Report on Publicity etc., was considered by Government in 1963. They also note that a Report has been submitted to the Prime Minister by three Secretaries regarding publicity abroad etc., and further there was a Committee which was reviewing the structure and organisation of the Foreign Service. The Committee trust that as a result of implementation of the recommendations and suggestions made in all these reports after proper co-ordination external publicity will become more purposeful and effective in serving the objective. (S. No. 22).

The Committee hope that efforts should be made to keep the official spokesman fully briefed and the "occasional human lapses" avoided (S. No. 23).

Action Taken

The Committee's views have been noted. The Committee on Indian Foreign Service (The Pillai Committee) have recommended in this connection as follows :—

"In our view, there is need for investing the present spokesman with greater authority and bringing him into closer association with all policy making organisations in the field of foreign policy. He should have ready access to all important information and be in the full confidence of the Ministers and the Secretaries. If the spokesman is given greater discretion, both in the choice of news and in its presentation to correspondents, without having to fall back at every step on other officers of the Ministry for clearance or clarification, the correspondents will learn to rely on him and look to him as the principal source of information. Above all, the spokesman should not be burdened with other duties not connected with External Publicity.

We believe that these improvements can be effected without necessarily enhancing the status of the spokesman. If the working arrangements in the Ministry are modified to enable the spokesman to be present at all important meetings where policy decisions are taken, he will have fuller knowledge and a clearer grasp of all the circumstances leading to a decision and its implications. The reorganisation we have suggested elsewhere for ensuring policy coordination within the Ministry will also contribute towards this end".

NOTE :—The recommendations of the Pillai Committee so far as the External Publicity Division is concerned are at present under examination by the External Publicity Division of the Ministry. The main recommendations of that report in regard to the External Publicity Division are given in the Annexure. These are under examination and action taken thereon will be intimated to the P.A.C. in due course.

Recommendation

They may be informed of the decision, when taken, in regard to the status of the Information Officers which is stated to be under the consideration of the Committee which is reviewing the structure and organisation of the Foreign Service. (S. No. 24).

Action Taken

The recommendations have been noted. The Committee on the Foreign Service (The Pillai Committee) have recommended :—

"That all officers holding the posts of Information Officer and Public Relations Officer should be carefully screened by the Foreign

Service Board in consultation with the Union Public Service Commission and as many as found suitable for the I.F.S. taken into it straight-way. Those not found fit for the IFS and the officers holding the posts of A.I.O. may be given the option to be absorbed into the appropriate grades of IFS(B) or to continue in their present posts and on present terms until they retire. The Committee presumes that while absorbing the officers into the IFS or IFS(B) the Government will give them full benefit for the length of service already rendered by them as Information Officer and P.R.O. in the fixing of their seniority, without limiting it to a maximum of eight years as now provided in the Rules. A correspondent adjustment in the seniority of Information Officers already promoted to the IFS will also be necessary".

This is under consideration of the Government.

Recommendation

The Committee are glad to note that the External Publicity Division is maintaining coordination and liaison with the various media, units and the officers of the All India Radio. They trust that special care is taken to ensure that there is no inconsistency or conflict in regard to views and principles as enunciated in the various publicity pamphlets and material on the one hand and the Broadcasts made through the AIR on the other. (S. No. 27).

Action Taken

Close relationship between the External Publicity Division and the All India Radio has now been established. The fortnightly meetings have now been converted into weekly meetings and problems of policy and strategy of putting across propaganda are discussed at these meetings. This served the purpose of making the line of approach as near as possible in both organisations; but, it has to be remembered that the A.I.R. is expected not to suppress adverse reporting, while the X.P. Division is entrusted with the task of projecting the views of the Government only. The A.I.R. and the X.P. Division cannot obviously handle every thing in identical manner. However, a liaison system evolved through experience endeavours to ensure proper policy matters and adequate coverage of specific events and personalities. Machinery has been established whereby any important policy statement with which the X.P. Division is concerned is immediately transmitted to the External Services of AIR so that the effort of the X.P. Division is supplemented by the AIR. The Committee on Indian Foreign Service (The Pillai Committee) have observed in this context that the impact of the External Services of the AIR broadcasts has not been quite effective on account of limited range of operation and poor reception of the broadcasts. Automatic extension of programmes and policies applicable to home services of external broadcasts is also not a satisfactory feature. They have, therefore, recommended that the Ministry of External Affairs should be responsible

for deciding services to be broadcast for particular areas and their duration; overall direction of the content of such services, preparation of scripts of political commentary for broadcast and allocation of funds for External services from their own budget. The Committee have for this purpose, suggested very close coordination between the External Affairs Ministry and the All India Radio. This recommendation is being studied in collaboration with the All India Radio, and the Public Accounts Committee will be informed of the Government of India decision as soon as the same is arrived at.

M. R. MASANI,

NEW DELHI;

Chairman,

March 11, 1969/Phalguna 20, 1890 (Saka) Public Accounts Committee.

APPENDIX I

(Para 1.22 of the Report)

Main Recommendations of the Committee on the INDIAN FOREIGN SERVICE in regard to the External Publicity Division

(The Pillai Committee)

I. Information Work

137. At the time of the constitution of the Indian Foreign Service, the prevailing view was that Information work was 'technical' and distinguishable as such from political and other work. Therefore, a separate set of officers with professional experience in journalism and public relations were recruited for the purpose, on contract and on terms different from those of the Indian Foreign Service. The Information Officer thus tended to regard himself as outside the fold and dealt with the External Publicity Division on his own and often independently of the Head of Mission. This sense of separateness has been a factor affecting the effectiveness of our publicity abroad. A realisation that this function is an indivisible part of the work of the Foreign Service was slow in growing. In 1959 it was decided that it should be gradually taken over by the Foreign Service officers themselves and further recruitment of Information Officers was stopped. The assimilation of the Information Officers already recruited has, however, remained an unresolved problem. We deal with this, among other matters relating to External Publicity, in a separate chapter.

138. It would be wrong to infer from the above that publicity and public relations do not demand either special aptitudes or careful training. We believe that it is the duty of the Foreign Service to develop this expertise within its own ranks through a careful and sustained programme of training and career planning. Every Foreign Service officer may not, and indeed cannot, turn out a Public Relations expert. Aptitudes should be carefully watched and those who show promise and interest given further professional training in modern methods and techniques of mass communication and public relations; they must be enabled to perfect their skills on the job through a careful choice of assignments.

139. All representational activity abroad includes an element of public relations. Every Foreign Service Officer—regardless of the branch of the Mission in which he may be working—must recognise this and develop the requisite ability. Otherwise, the total public impact made by the Mission will be weakened. The responsibility of the Head of Mission himself in this regard is well understood and needs no special emphasis.

II. *Equipping the Publicity Units with modern facilities for Transcription and Mailing*

211. Speedy reproduction and circulation of material will be possible only if the X. P. Division as well as the units abroad are equipped with more modern facilities for transcription and mailing such as electric typewriters, rotaprinters, photo-copying machines and addressographs. We would also emphasise the need for the publicity units to employ good local translators by offering adequate scales of pay.

III. *Publicity Press Bulletins*

175. Long-term publicity is concerned with the projection abroad of a consistent and coherent picture of India designed to cultivate friendly sympathy towards us and to build up an understanding for our country and our basic policies. Such a favourable atmosphere must be constantly maintained in order that current publicity, intended to prepare the ground for our more immediate policies and actions, can be fruitful.

193. The formulation of policy has been made easier with the appointment of a Joint Secretary in charge of the Division. We consider, however, that there is still room for improvement. It is essential that the Head of the Division should be associated with the highest councils in the Ministry considering policies and making decisions so that he can present the publicity angle at the appropriate time for proper consideration and also plan the corresponding publicity policy and execution in advance and with a full knowledge of the background. A hastily improvised publicity programme which is rushed to the target area after the event or at the eleventh hour cannot make the desired impact. The publicity directives as well as material should reach the mission well in advance; otherwise there is every risk of the mission being caught unprepared. Forward planning and concerted action at headquarters are, therefore, of paramount importance.

199. In our view, there is need for investing the present spokesman with greater authority and bringing him into closer association with all policy making organs in the field of foreign policy. He should have ready access to all important information and be in the full confidence of the Ministers and the Secretaries. If the spokesman is given greater discretion, both in the choice of news and in its presentation to correspondents, without having to fall back at every step on other officers of the Ministry for clearance or clarification, the correspondents will learn to rely on him and look to him as the principal source of information. Above all, the spokesman should not be burdened with other duties not connected with external publicity.

200. We believe that these improvements can be effected without necessarily enhancing the status of spokesman. If the working arrangements in the Ministry are modified to enable the spokesman to be present at all important meetings where policy decisions are taken he will have

fuller knowledge and a clear grasp of all the circumstances leading to a decision and its implications. The reorganisation we have suggested elsewhere for ensuring policy coordination within the Ministry will also contribute towards this end.

201. The role played by the foreign media representatives including correspondents stationed in Delhi in reporting news abroad needs no special emphasis. Their influence is considerable, because they are sending out material, day after day, and moulding opinion in their respective countries and also internationally. Their briefing should, therefore, be regarded as a process of continuous guidance. It must be the duty of the Head of the Division also to see that they are accorded the necessary facilities so that they can live and work under satisfactory conditions.

202. Indian correspondents need equal, if not greater, attention. A friendly approach designed to establish mutual confidence and understanding is necessary. The world judges us by our own press and is influenced by what it says on matters of moment. It is important, therefore, to give our correspondents adequate news and guidance.

206. Many of our information officers tend to get chairbound; while desk-work is important it is even more important for them to get out and about. Public relations is, in the last analysis, a matter of good private relations. An essential requisite is a knowledge of the local language. The information officer must be able to communicate with his contacts directly and not through an interpreter. In our opinion, the present position in this regard is unsatisfactory. Secondly, enough funds should be made available for touring; the budget allotment in most missions is totally inadequate for this purpose. Funds for entertaining high level press and media representatives should also be increased. We suggest that in addition to the representational grant sanctioned to the officer for normal contact making, a consolidated amount should be placed at the disposal of the Head of Mission for such special purposes. And thirdly, in the more important missions the information officer should invariably be given the help of a junior officer to relieve him of much of the office routine.

210. Features and photographs for use or distribution by the mission are sent by bag from Delhi. The subject-matter should be of current interest and the material offered should be of the highest quality and directly usable by the newspapers for whom it is intended without need for further processing or editing. Greater selectivity is also desirable; there is no point in sending the same material to all missions regardless of whether it will be usable or not in the country or area concerned. It is also imperative that all such material intended for special occasions, e.g., commemorative centenary of one of our national leaders, should reach the missions in good time. Instances of such material reaching after the due date have been reported to us. We would like to see more attention paid in future to all these aspects.

216. Suggested improvements.—For convenience, we recapitulate the lines along which we think improvements should be made :

- (i) The production programme for the whole year should be prepared on a tentative basis so that budget resources are properly allocated; adjustments can always be made later to meet urgent and unforeseen needs. This will enable better planning of production and distribution and avoid hasty improvisation at the eleventh hour;
- (ii) More attention should be given to quality even if this means a reduction in quantitative output;
- (iii) the X.P. Division should maintain a panel of high class script writers on whose services it can draw as occasion demands and pay them well; services of good script writers in foreign languages should also be secured;
- (iv) production should be diversified and oriented to suit the needs of different areas; and
- (v) pamphlets in foreign languages should be produced at selected centres abroad where the best facilities are available.

288. In certain circumstances and for promoting publicity connected with specific projects or themes, the use of the services of professional publicity agencies in some of the advanced countries can be very effective in support of the publicity channelled through our own information units. The cost of hiring the services of such agencies may be high. But we feel that the Government should not hesitate to adopt such additional measures when the circumstances demand them and when the advantage to be gained justifies the extra cost.

IV. Libraries

229. The condition of the libraries attached to many of our information units has come in for much adverse criticism. They are expected to serve as reference libraries for the local public and the mission itself; they are also expected to loan out books to members of the public. We note that these purposes are not fully achieved because the accommodation in many cases is inadequate and the books cannot be displayed in an easily accessible form. No proper record of books loaned out is kept and their return is not carefully watched or controlled. Except in one or two large missions there are no professionally trained librarians.

230. In our view, there is not much point in sending out parcels of books and periodicals, if they cannot be catalogued properly owing to shortage of staff, or put out on shelves, for lack of space. The despatch of material should be regulated according to the requirements of each mission and its capacity to handle it. Fully trained librarians—India-based or local—must be sanctioned wherever the need for one is clearly established.

231. At the same time, we have noticed a tendency to magnify the staff difficulties out of proportion. The library of the average small mission is too small to justify the appointment of a full-time librarian. The maintenance of the books must, in such circumstances, be necessarily entrusted to a local clerk under the supervision of an India-based officer. The clerk can be given some training locally in library work, if he does not already have the experience required. These basic arrangements should not be too difficult to make within the resources now available and the loan and return of books could be better regulated than at present.

V. Tours of the Information Officers

206. Included in Sl. No. III on page 3.

208. While it is true that every mission, small or big, is expected to disseminate information and maintain public relations, the mounting of a more vigorous publicity effort requires the creation of a publicity wing with a separate information officer. We understand that pressing demands for the setting up of new publicity units abroad have had to be turned down for want of funds. We urge the adoption of a more positive approach and recommend an expansion of the network of publicity units abroad during the next decade, according to a phased programme of priorities. This will involve the addition of about 20 new units.

VI. Opening of New Publicity Units, Production of Pamphlets & Brochures

212. We have much comment on the indifferent quality, and delay in distribution, of our printed material. At the same time, a number of exceptions have also been cited to emphasise what might be achieved if the approach was more imaginative and dynamic. The persons in charge of the organs moulding public opinion are busy people and they are flooded with literature from a variety of sources. If our publicity is to make any impression in such a highly competitive world, it is necessary to ensure that the literature we put out is as good as the best produced elsewhere, so that it can arrest the attention of the reader and tell him what we have to say succinctly.

213. Our discussions with the officers concerned in the Ministry of External Affairs has led us to believe that there is, in fact, sufficient awareness of these aspects and that the production unit of the X.P. Division is paying increasing attention to all of them. The pamphlets and brochures on subjects of interest to the Ministry of External Affairs or matters related to foreign policy produced by the Ministry of Information & Broadcasting are also prepared in close consultation with the Ministry of External Affairs and bearing in mind the requirements of external publicity. Every effort is made to secure the services of top class writers for the scripts. More attention is also being devoted to the lay out, get-up and presentation.

214. It was, however, pointed out to us that more impressive results cannot be achieved without additional resources. A good brochure, written well and attractively produced on good paper, costs very much more than what we are usually able or willing to spend. It may perhaps be possible for the Ministry to prune the number of publications and the number of copies produced and spend a little more on each of them in improving the quality. It is obvious however, that there is a minimum limit set by the course of current events on the number of such publications, which it may be unwise to reduce. Therefore, the conclusion is inescapable that the Government should be prepared to spend very much more on printed publicity if we are to secure more impressive results.

215. This is even more true of the production of material for different areas in foreign languages. Printing facilities within India for this purpose are inadequate or unavailable. Good translators are also difficult to secure. Such material can be best produced abroad and the higher cost, in foreign exchange, must be accepted as inevitable.

216. As in Sl. No. III above.

VII. Films

222. *Suggested improvements.*—The first essential is that documentaries and films strips designed exclusively for external publicity—global or regional—should be produced in accordance with a precise programme and coordinated requirements of all territorial Divisions. If the Films Division is unable to fulfil this entire programme, the services of non-departmental talent from the private sector and in exceptional cases even foreign technical assistance should be used to the extent necessary. All the films must carry commentaries in major languages, *i.e.*, English, French, Spanish, Arabic and Russian and in the local language of a particular country or area as a special case. Secondly, the X.P. Division should bear the full cost of production of films produced for external publicity according to this programme. The number of titles produced will obviously be limited by the funds available but even with fewer films, if they are better produced and have appropriate commentaries, we can expect to achieve greater impact than hitherto. Thirdly, it may be desirable to have a self-contained External Publicity Unit of the Films Division set up in Delhi to achieve closer liaison with the X.P. Division. For the immediate future, a cell may be created in Bombay and a suitable officer from the X.P. Division deputed for a period of years to assist in an advisory capacity in the production of films for external publicity. And lastly, the missions should be allowed more funds and facilities for better maintenance of their equipment and screening of films.

APPENDIX II

Summary of Conclusions/Recommendations

Sl. No.	Para No. of the report	Min/Deptt. concerned	Recommendations
1.	1-8	Ministry of External Affairs	The Committee note that the teleprinter service has so far been extended to 55 missions. It has been stated that one difficulty in extending this service to the remaining Missions has been lack of clear reception at places far away from Delhi and that the Overseas Communication Services is being consulted on the measures to be adopted to eliminate this difficulty. The Committee wish that the advice of the Overseas Communication Service should have been taken earlier, before the teleprinter sets were installed, as they notice that, due to lack of clear reception, the teleprinters installed in a few Missions had to be shifted elsewhere, involving some infructuous expenditure on shifting. The Committee hope that the study by Overseas Communication Services will be completed early and necessary improvements made in the system, so that the outmoded morse-cast system can be replaced by teleprinter service in more Missions.
2.	1-9	Do.	The Committee also note from the information furnished by Audit that owing to the absence of local servicing/repair facilities the teleprinters installed in some of the Missions did not function satisfactorily. Considering the expenditure incurred and the importance of this facility from the point of view of maintaining quick and efficient contact with the Missions, the Committee would like Government to undertake a review of the working of these teleprinters to ascertain whether they have been functioning satisfactorily and where major shortcomings in performance are noticed the suppliers should be asked to rectify them.
3.	1-10	Do.	They may also take steps to remove the difficulties experienced by some missions in maintenance and repair (owing to non-availability of repair equipment locally), of teleprinters.
4.	1-11	Do.	Another matter brought to notice of the Committee is that in some cases installation charges in respect of these sets were disproportionately high. For instance, the installation expenditure at Moscow, Bonn and the Hague amounted to Rs. 20,164, Rs. 8,340 and Rs 6,133 as against Rs. 194, Rs. 146, Rs. 156 and Rs. 297 spent at Rangoon, Nepal, Peking and Brussels respectively. The Committee feel that these large variations in the installation charges need looking into.

5. 1-16 Do. The Committee note from the information furnished to them that a reduction in the establishment was achieved in the headquarters of the Ministry as a result of work load studies conducted by the Staff Inspection Unit of the Ministry of Finance. The Committee also note that a similar reduction in establishment has also been effected in two Missions as a result of the study conducted by this Unit. This would appear to suggest that there is scope for similar economies in other Missions. The Committee would suggest that the question be remitted for special study especially in respect of the bigger Missions, such as those at London, Washington and the major capitals in Europe.
6. 1-20 Do. The Committee regret to note that the Ministry omitted to include the break-up of expenditure on External Publicity Division in their Annual Report for the year 1967-68. The Committee hope that this information would be invariably included in the future Annual Reports.
7. 1-21 Do. The Committee find that during the year 1967-68, out of the total provision of Rs. 169.09 lakhs for External Publicity Division including ISI posts abroad, the cost of establishment accounted for Rs. 79.17 lakhs or about 47 per cent of the total provision. The Committee consider this percentage of expenditure on pay and allowances of officers and establishment to be high. The Committee suggest that the scope for rationalising the staff employed be examined by Government on the lines suggested earlier in this Report.
8. 1-23 Do. The Committee hope that Government will consider the recommendations of the Pillai Committee with the seriousness they deserve and take necessary action to improve the working of the External Publicity Division.
-

Sl. No.	Name of Agent	Agency No.	Sl. No.	Name of Agent	Agency No.
DELHI			33.	Oxford Book & Stationery Company, Scindia House, Connaught Place, New Delhi-1.	68
24.	Jain Book Agency, Connaught Place, New Delhi.	11	34.	People's Publishing House, Rani Jhansi Road, New Delhi.	76
25.	Sat Narain & Sons, 3141, Mohd. Ali Bazar, Mori Gate, Delhi.	3	35.	The United Book Agency, 48, Amrit Kaur Market, Pahar Ganj, New Delhi.	88
26.	Atma Ram & Sons, Kashmere Gate, Delhi-6.	9	36.	Hind Book House, 82, Janpath, New Delhi.	95
27.	J. M. Jaina & Brothers, Mori Gate, Delhi.	11	37.	Bookwell, 4, Sant Naran-kari Colony, Kingsway Camp, Delhi-9.	96
28.	The Central News Agency, 23/90, Connaught Place, New Delhi.	15	MANIPUR		
29.	The English Book Store, 7-L, Connaught Circus, New Delhi	20	38.	Shri N. Chaoba Singh, News Agent, Ramlal Paul High School Annexe, Imphal.	77
30.	Lakshi Book Store, 42, Municipal Market, Janpath, New Delhi.	23	AGENTS IN FOREIGN COUNTRIES		
31.	Bahree Brothers, 188 Lajpatrai Market, Delhi-6.	27	39.	The Secretary, Establishment Department; The High Commission of India, India House, Aldwych, LONDON, W.C.-2.	59
32.	Jayana Book Depot, Chapparwala Kuan, Karol Bagh, New Delhi.	66			

© 1969 BY LOK SABHA SECRETARIAT

PUBLISHED UNDER RULE 382 OF THE RULES OF PROCEDURE AND CONDUCT
OF BUSINESS IN LOK SABHA (FIFTH EDITION) AND PRINTED BY THE
MANAGER, GOVERNMENT OF INDIA PRESS, FARIDABAD.
