

ESTIMATES COMMITTEE (1973-74)

(FIFTH LOK SABHA)

FIFTY FIRST REPORT

**MINISTRY OF COMMUNICATIONS
(INDIAN POSTS & TELEGRAPHS DEPARTMENT)**

Action taken by Government on the recommendations contained in the Forty-first Report of the Estimates Committee (Fifth Lok Sabha) on the Ministry of Communications (Indian Posts & Telegraphs Department)—Telephones.



**LOK SABHA SECRETARIAT
NEW DELHI**

March, 1974/Phalguna, 1895 (Saka)

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C O R R I G E N D A

to

the 51st Report of Estimates Committee
on the Ministry of Communications
(Indian Posts & Telegraphs Department)-
Telephones, presented to the Lok Sabha.
on

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(1973-74)

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**Elected with effect from 29th November, 1973 *vice* Shrimati Jyotsna Chanda died.

(iii)

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Shri J. P. Goel—*Under Secretary.*

STUDY GROUP 'E'
(ESTIMATES COMMITTEE)
1973-74

CONVENER

Shri Krishna Chandra Halder

MEMBERS

2. Shri G. P. Yadav
3. Shri R. N. Barman
- *4. Shri Tarun Gogoi
5. Shri Giridhar Gomango
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12. **Shri Ebrahim Sulaiman Sait**
13. Shri P. Ranganath Shenoy

*Elected with effect from 29th November, 1973 *vice* Shrimati Jyotsna Chanda died.

INTRODUCTION

I, the Chairman of the Estimates Committee having been authorised by the Committee, present this Fifty-first Report of the Estimates Committee on action taken by Government on the recommendations contained in the Forty-first Report of Estimates Committee, (Fifth Lok Sabha) on the Ministry of Communications (Indian Posts and Telegraphs) on Telephones.

2. The Forty-first Report of the Estimates Committee was presented to Lok Sabha on the 27th April, 1973. Government furnished their replies indicating action taken or proposed to be taken on the recommendations contained in that Report on the 27th October, 1973. The replies were examined by Study Group 'E' of Estimates Committee (1972-73) at their sitting held on the 3rd December, 1973.

3. The draft Report was adopted by the Estimates Committee (1972-73) on the 10th December, 1973.

4. The Report has been divided into the following Chapters:—

I. Report.

II. Recommendations which have been accepted by Government.

III. Recommendations which the Committee do not desire to pursue in view of the Government's replies.

IV. Recommendations in respect of which replies of Government have not been accepted by the Committee.

V. Recommendations in respect of which final replies of Government are still awaited.

5. An analysis of the action taken by Government on the recommendations contained in the Forty-first Report of the Estimates Committee (Fifth Lok Sabha) is given in Appendix VII. It would be observed therefrom that out of 77 recommendations made in the Report, 66 i.e., 85.7 per cent have been accepted by the Government;

the Committee do not desire to pursue 10 recommendations i.e., 13 per cent in view of Government's replies; and one i.e., 1.3 per cent recommendations in respect of which final replies of Government is still awaited.

NEW DELHI-110001;

March 21, 1974.

Phalguna 30, 1895 (S).

R. K. SINHA,

Chairman,

Estimate Committee.

CHAPTER I

REPORT

The Estimates Committee are glad to note that the recommendations contained in their Forty-first Report (Fifth Lok Sabha) on the Ministry of Communications (Indian Posts and Telegraphs Department)—Telephones have been generally accepted by Government. The Committee would, however, emphasise that they attach the greatest importance to the implementation of the recommendations accepted by Government. They would, therefore, like the Government to keep a close watch so as to ensure expeditious implementation of the recommendations accepted by them. In cases, where it is not possible to implement the recommendations for any reason, the matter should be reported to the Committee with reasons for non-implementation.

2. The Committee desire that the final decisions on the recommendation included in Chapter V and further information where called for in respect of recommendations included in Chapter II may be intimated to the Committee expeditiously.

CHAPTER II

RECOMMENDATIONS WHICH HAVE BEEN ACCEPTED BY GOVERNMENT

Recommendation (Serial No. 1 Para No. 1.6)

The Committee feel that advance planning for telephones is important, no less than that for industrial projects. Unless necessary infrastructure is built up in advance, it cannot be possible to meet even a reasonable portion of the rising demand for telephone facilities in the coming years. If the annual growth rate is to expand at the rate of 5 to 6 per cent as envisaged in the Fourth Five Year Plan, the additional demand for telephones is bound to be higher. To build up necessary capacity for providing this additional facility, the P & T Department will have to make a larger investment in Cables, Equipments, telephone instrument spares, microwave links, etc. The Committee, therefore, feel that it is important that a "Perspective Plan" for 10 to 15 years is drawn up in regard to the development of telephone services in the country to meet the needs of developing economy.

Reply of Government

The Government are fully aware that advance tele-communication planning is necessary for meeting the growing demands for telecommunication services both in industrial and domestic sectors. This is necessary for formulating integrated five year plans and for taking long-term management decisions for setting up manufacturing capacity of telecommunication equipment.

2. It has been established by international studies that there is a close relationship between the per-capita income and the demand for telephones. In order to have as realistic a forecast as possible a "Working Group on Telephone Demand Projection" was set up in which the representatives of the Planning Commission, the representatives of C.S.O. and the P. & T. were associated.

A set of low|medium|high telephone demand projections upto 1985-86 have been made by the Working Group based on different assumptions of future economic growth. These projections have been used for formulating the 5th Five Year Plan (1974—79) for tele-

communications and for assessing the needs for setting up indigenous manufacturing capacity of telecommunication stores and equipment.

3. To meet the projected demand it is also necessary to assess the material and financial requirements in advance. The major components of a telephone system are—

1. Land and Building;
2. Cables;
3. Switching Equipments;
4. Instruments, etc.

So far as land is concerned, unless action is taken 10 to 15 years in advance it becomes difficult to ensure availability of adequate land for installation and expansion of telecommunication units according to requirements. The P&T Board has directed all Heads of Circles to examine requirements of land 15 years in advance and draw up proposals for acquisition of land. Similar advance action for construction of a building has to be initiated 5 to 7 years in advance.

The requirements of switching equipment, cables, instruments, open-wire line stores and other ancillary items of equipment such as battery, power plant, etc. have been worked out on the basis of demand projections and intimated to the high power Committee on Capacity Planning headed by Shri M. S. Pathak, Member, Planning Commission, for recommendations for setting up additional production capacity. The Pathak Committee has since submitted its Report with recommendations.

To adequately meet the needs of "Long Distance Communication", a National Switching and Routing Plan and high grade cable/radio transmission network plans have been drawn up upto 1980-81.

While long-term planning is desirable for building up of the necessary infrastructure and is being attempted wherever possible, the method adopted by the Government in the Planning Commission is planning in advance for 5 years periods. The Department has, thus, basically adopted the system of five year plans based on broad perspective plans.

The 5th five year plan for telecommunications (Draft Issue 2 December 1972) has since been prepared and submitted to the Planning Commission for approval which is awaited.

[File No. 169-2/72-TPL(CP)[I].

Recommendation (Sl. No. 2—Para 2.17)

The Committee regret to note continuous shortfalls in the successive Plan periods *viz.*, First, Second and Third Plan periods to the tune of Rs. 543 lakhs, 896 lakhs and 67 lakhs respectively in the actual expenditure incurred on telephone services against the targeted amount of Rs. 3419 lakhs, 6067 lakhs and 12441 lakhs. This is all the more regrettable in the context of increasing demand for telephones, consequent increase in waiting list and inability of Government to cope with it. The Committee are unable to appreciate the stand of Government that one of the limitations in fulfilling the future demands and building infrastructure for telephones has been financial constraints, as they find that Government have not been able to utilise even the amounts allocated in the Plans. The Committee are constrained to observe that wide gaps between Plan provision and the actual expenditure indicate not only faulty and unrealistic planning but also tardy implementation of the schemes. They hope that Government would in future frame more realistic estimates as far as possible keeping in view the various factors likely to affect the implementation of the programme.

Reply of Government

The development of telecommunications had been largely dictated by the limited availability of resources both financial and material. During the first three five year plans the shortfalls in financial achievements mentioned in the report amounted to 14 per cent, 15 per cent and 0.55 per cent of the approved targets. Considering the numerous problems and bottlenecks which impede development efforts in an industrially under-developed country like India, it is felt that the shortfalls are not large. The shortfalls represent the gap (due to the lead-times involved) between the allocation of financial resources and the mobilisation of other resources, material and organisational, but, the latter being dictated by and dependent upon the former, higher financial allocations would have resulted in higher achievements with shortfalls getting minimised in the long run.

2. While, undoubtedly, there have been other constraints apart from financial resources which have limited the extent of fulfilment of demand and building up of a sound infrastructure of telecommunication services in the country, of which the shortage of material resources is the most important one, the inability of the Government to make large and long-term financial commitments for the development of telecommunications arising out of an overall shortage of

resources and other pressing priorities have prevented taking such long-term decisions or action which could bring about a radical change in the situation. Efforts are now being made to obtain a clearer definition of Government's policy and assignment of priority for development of telecommunications and to introduce in a larger measure an element of long-term perspective planning. The appointment by the Government of the high-power Committee headed by Shri M. S. Pathak, Member, Planning Commission for assessing the needs for telecommunication stores and equipment for the next two decades and recommending about setting up of indigenous production capacity and the formulation of the 5th Five Year Plan for telecommunication based on a perspective view of demand pattern are examples of such efforts.

[No. 169-2/72-TPL(CP-2)]

Recommendation (S. No. 4 & 8, Para 2.19 & 2.36)

2.19. "The Committee note that Government have belatedly set up a committee under the Chairmanship of Shri M. S. Pathak, Member, Planning Commission, to go into all aspects of manufacture of telecommunication equipment and to prepare a perspective plan for stepping up of indigenous capacity for manufacture of telecommunication equipment of all types. The Committee, however, find that the report of the high powered Committee is still awaited. As the setting up of facilities for manufacture of equipment etc., takes several years, the Committee would like to stress that this report should be expedited and Government should draw up a working plan of action to ensure that the targets to be set out in the next plan are achieved in time.

2.36. The Committee take note of the fact that the Pathak Committee has been set up to estimate the demand for the next 10 to 20 years and also suggest concerted measures for its implementation and would like to reiterate that the Pathak Committee should give its recommendation without further delay and Government should draw up a white paper setting out the dimensions of the problem and how they propose to meet it during the next decade. This should be laid on the Table of the House so as to give an opportunity to the elected representatives of the people and the public to give their suggestions before it is adopted as a Plan for action."

Reply of Government

The Pathak Committee has since submitted its report and the same is under active consideration of the Government. The Estimates Committee has recommended that the Government should

draw up a white paper on this subject. It is perhaps the intention of the Estimates Committee, in suggesting preparation of white paper on Pathak Committee report, to emphasise the importance which they attach to this report and to give an opportunity to Parliament to express their opinion on the report before it is adopted as a plan for action. This purpose would be met by placing the recommendations made by the Committee on the Tables of the Parliament and to keep the Parliament informed, from time to time, of the action taken on these recommendations. It is therefore, proposed to lay a statement on the Tables of the Parliament giving the recommendations made by the Committee. It is also proposed to place five copies of the complete report in the Parliament Library to enable the Members of Parliament to consult the full report as and when required. The decisions taken by the Government on the various recommendations of this Committee will also be laid progressively on the Tables of Parliament.

The Chairman of the Estimates Committee has agreed to this course of action *vide* Lok Sabha Secretariat O.M. No. 5|22|ECI|73 dated 4-9-1973.

[U. 55019|1|73-Fac., of Min. of Communications].

Recommendation (Sl. No. 9, Para 2.37)

The Committee would also like to point out that provision of telephone is an essential infra-structure facility for development and is largely self-paying particularly in sectors of growth. Government, therefore, should see that all the requisite materials are made available for timely implementation of the programme.

Reply of Government

One of the main reasons for the development of the telephone network not keeping pace with the demand for telephones has been the limited availability of equipment. The production capacities of the existing factories for the production of telephone equipment, underground cables and telephone instruments are inadequate to meet with the rising demand. The Government of India set up a high powered committee under the Chairmanship of Shri M. S. Pathak, Member, Planning Commission to go into all aspects of manufacture of telecommunication equipment and to prepare a perspective plan for setting up indigenous capacity for the manufacture of all types of telecommunication equipment. The Committee has made an exhaustive study of the matter and submitted its recommendations in May '73. This is under examination of the Government.

Meanwhile, the following action is on hand to improve the availability of telephone exchange equipment, UG cables and telephone instruments:—

- (1) The existing capacity of the ITI is being augmented during the 5th Five-Year Plan.
- (2) A new telephone switching factory is being set up at Rae Bareilly in U.P.
- (3) The Production capacity of the Hindustan Cables which is the sole supplier of UG cables is being augmented.
- (4) A new telephone cable factory is being set up at Hyderabad.
- (5) A new unit for the assembly of telephone instruments has been set up at Naini in Allahabad.

The Pathak Committee has recommended further augmentation of the indigenous production capacity of various telecommunication equipment. If sufficient additional financial resources become available, these recommendations, it is hoped, would be implemented during the 6th Plan.

[No. 801-1/73-TPS(UPC)]

Recommendation (Sl. No. 10, Para 2.38)

The Committee can hardly emphasise that there should be a well thought-out Plan so as to ensure that at least in the next ten years, we will be reaching a position where telephone connections would be available readily on demand at least for all essential requirements.

Reply of Government

The Pathak Committee has also examined the growth of demand of telephones and made forecasts of telephone demand in the next 13 years. Their recommendations for the augmentation of indigenous production capacity of telecommunication equipment by seeing up new factories are based on—

- (a) reducing the average waiting period to one year by 1981:
- (b) completely wiping out the waiting list by 1985-86.

Thus even with the additional production capacity recommended by the Pathak Committee, it may be possible to meet the entire telephone demand only by the year 1986. Even in the 5th Plan proposals of the Govt. it has been planned to reduce the waiting period in the

major telephone systems where most of the telephone demand is concentrated. It is expected that with the augmentation of the production capacity of telephone exchange equipment during the 5th Plan, the waiting period would be considerably reduced in the major cities.

[No. 801-1/73-TPS(UPC)]

Recommendation (Sl. No. 12, Para No. 2.73)

The Committee note that the main reason for the failure of Government to meet the projected demands for telephones has been the consistent shortfall in the production of exchange lines, telephone instruments, and the manufacture of spares required for equipments. The demand for telephone instrument is about 3 lakhs per annum while the Indian Telephone Industry, Bangalore are able to supply hardly two lakhs. The shortfall of exchange lines both local and trunk would be to the extent of 10 per cent and 36 per cent respectively at the end of the Fourth Plan. One of the reasons for shortfall in the production of cross bar exchange has also been its faulty design and its unsuitability to the Indian conditions. Some items of transmission equipment are being imported, and the total imports during the Fourth Plan period would be of the value of Rs. 11.32 crores. The position of spares is very acute resulting in inadequate maintenance of telephone equipments and consequent faulty service. Ten per cent of the I.T.I.'s capacity has been set apart for the manufacture of spare parts with the result that the production of sophisticated equipment is affected to that extent.

Reply of Government

It is true that it has not been possible to meet projected demands of telephones during 4th Plan period and that there will be a spill over to the 5th Plan. Programmes for setting up additional capacity for manufacturing various items of telephone equipment and spares are under various stages of implementation. Extensive research work has also been done to get over the deficiencies of Cross bar systems and the designs are being accordingly improved to make it suitable to the Indian conditions.

[No. 67-1/73-MMC.]

Recommendation (Sl. No. 13, Para No. 2.74)

The Committee, while noting that the new factories at Naini and Rae Bareilly are coming up for the manufacture of telephone equipments would like to emphasise that in order to accelerate the tempo of production to meet the projected demands of telephone equipments

atleast in the Fifth Plan period, concerted efforts have to be made in all fields of production as well as in providing all the necessary infrastructure in advance for the same.

Reply of Government

Transmission equipment and Telephone Instruments Factories at Naini have already started production. Advance action regarding setting up additional capacity for manufacturing various items of telephone and transmission equipment are under various stages of implementation.

[No. 67-1/73-MMC.]

Recommendation (Sl. No. 14, Para No. 2.75)

The Committee understand that in advanced countries the main product unit concentrates on production of sophisticated equipments only while the other ancillary parts are produced in ancillary units. The Committee need hardly emphasise that there is imperative need to develop ancillary industries by factories like I. T. I. and other similar factories in the process of being set up. This would, apart from releasing the capacity now being used for producing ancillary parts and spares, would generate more employment opportunities.

Reply of Government

It is the laid down policy of Government to encourage rapid growth of small-scale industries and ancillaries in the country. There are two public undertakings under the administrative control of this Ministry. The position in regard to these undertakings is given below:—

Indian Telephone Industries

The Indian Telephone Industries Ltd., have already taken several steps to promote growth of ancillary industries in the vicinity of their Bangalore factory and also around the other two units that are coming up at Naini (Allahabad). The ITI have already established an Ancillary Industrial Estate at Bangalore with the assistance of Mysore Government. Sheds have been constructed and entrepreneurs have been given inplant training. The total value of the purchase orders placed on these ancillaries since the commissioning of the units in April, 1972, was Rs. 1.20 crores. It is proposed to set up more ancillary units there and entrepreneurs have been selected. Sheds for these units are being constructed by the State Government and will be ready shortly. Similarly, action has also been taken to

promote development of ancillaries at Naini. Some entrepreneurs have already been selected and some more are under the process of being selected. It may be pointed out that the Naini Factory, as indicated above, is itself in setting up stage.

It has been decided to set up a Switching Telephone Factory at Rae Bareilly, U.P. The setting up of ancillary units would be integrated with the coming up of the Switching Factory. The Government of Uttar Pradesh have earmarked 50 acres of land for ancillaries near this site and a scheme for establishment of Ancillary Industrial Estate is being prepared by the State Government.

II. *Hindustan Telephone Ltd.*

The Hindustan Teleprinters Ltd., manufacture teleprinters and ancillary equipment. Teleprinters components require high precision and strict process control. Small scale and ancillary units with their limited expertise and resources would generally find it difficult to meet the stringent specifications. Even then, the HTL are utilising the resources available in the two Industrial Estates in Madras city which are essentially meant to function as suppliers to serve the requirements of major industries.

[Ministry of Communications U.O. No. H. 11013/4/72 Fac.]

Recommendation (Sl. No. 15, Para No. 2.82)

The Committee note that the losses on account of theft of copper wire during 1969-70 to 1971-72 had been to the tune of about Rs. 7 crores. The Committee further note that even though Government realised the need to amend the Telegraph Wires (Unlawful Possession) Act, 1950 to make the punishment for stealing telegraph wires more deterrent and brought forth an amending Bill which was passed by the Rajya Sabha on 27-3-66 could not get it passed by the Third Lok Sabha due to its dissolution. The Committee regret to say that no further move has been initiated by Government since 1966 to amend the Telegraph Wire (Unlawful Possession) Act 1950 although seven years have elapsed since then. The Committee would urge Government to bring forth the amending Bill before Parliament at an early date.

Reply of Government

Amendment to the Telegraph Wires (Unlawful Possession) Act will be taken up together with a number of amendments to other

P&T Acts. These are all under consideration. Minister (C) has written to the Sub Committee of the Parliament that the amendments shall be taken up some time in 1974.

[1—9/72—ML]

Further information called for by the Committee

Further progress may be communicated to the Committee.

[Lok Sabha Sectt. O.M. No. 5/22-ECI/73 dated 17-1-1974]

Further reply of Government

It may be mentioned that the amendment to the Telegraph Wires (Unlawful Possession) Act was also taken up in April, 68 and was passed by the Rajya Sabha in November, 68 but it could not be passed by the Fourth Lok Sabha due to its dissolution. The amendment of this Act will be taken up simultaneously along with a number of other amendments to other P&T Acts and shall be brought before the Parliament in 1974.

[Ministry of Communications (Indian Posts & Telegraphs Deptt.)
O. M. No. 1-9/72-ML dated 30-1-1974]

Recommendation of the Committee (Sl. No. 16, Para 2.83)

The Committee further note that the Centre's request to the States to set up Police Cells exclusively for dealing with copper wire theft cases and the communication of the minister of Communications to the Chief Ministers of States in the matter has not so far brought any positive results. They feel that with a view to impress upon the States to avoid losses which run into crores of rupees and also that all the State Governments take concerted action, Government may examine the desirability of bringing this matter before the Home Minister's Conference so as to highlight this problem which is essentially a problem of law and order.

Reply of the Government

As decided the matter will be asked to be taken up in the forthcoming Home Minister's Conference.

(1—9/72—ML)

Further information called for by the Estimates Committee

The result of action taken may be intimated to the Committee.

(Lok Sabha Sectt. O.M. No. 5/22-ECI73 dated 17-1-74).

Further reply of the Government

As desired the matter was taken up with the Ministry of Home Affairs and asked to intimate the probable date of the next Home Minister's Conference to be held. That Ministry have intimated that at the moment there is no proposal to hold a Home Minister's Conference. The Ministry of Home Affairs, are, however, being contacted periodically and the matter will be asked to be taken up in Home Minister's Conference when held.

(Ministry of Communications (Indian Posts & Telegraphs Deptt.
O.M. No. 1—9/72-ML dated 30-1-1974]

Recommendation (Sl. No. 17, Para No. 2.84)

The Committee note that the plant for manufacturing 1000 tonnes of copper-clad wire per year at Rupnarainpur which was received in 1969 and whose installation had been delayed for certain reasons would now be commissioned soon. They, however, find that this will not be sufficient to meet the total requirements of approximately 4,000 of cable per year.

Reply of Government

The production from the plant for manufacture of copper-clad wire is likely to begin by end of December, 1973 with a target production of 600 tonnes of copper-clad wire during this year (73-74) to be stepped upto the rated capacity of 2600 metric tonnes by 1975-76.

As per present estimates of requirements, the above quantity supplemented by indigenously available ACSR wire would meet the requirements of the P&T Department.

[No. 231-1/73-MMS]

Recommendation (Sl. No. 18, Para 2.85)

The Committee regret to note the delay in the installation of the plant. They see no reason why priority should not be given for

commissioning of this plant and to increase its production capacity to meet the full requirement of copper-clad wire. The Committee would also like to emphasise that urgent steps should be taken to concentrate on efforts to replace the copper-clad wire by substitute wire at places where the incidence of thefts is high.

Reply of Government

The above recommendations of the Estimates Committee have been communicated to Ministry of Industrial Development for giving priority to this Project.

Steps are being taken to replace the copper wire by the substitute wire where the incidence of thefts is high.

[O.M. No. 231-1/73-MMS]

Further information called for by the Committee

The latest position may be ascertained from the Ministry of Industrial Development and Internal Trade and communicated to the Committee.

[Lok Sabha Secretariat O.M. No. 5/22-ECI/73 dated 17-1-1974]

Further reply of Government

The matter was referred to the Ministry of Industrial Development. They have stated that out of five electro-platers required for the manufacture, two platers have already been installed and the other three are expected to be commissioned by the middle of 1974.

[Ministry of Communications (Indian Posts & Telegraphs Deptt.)
O.M. No. 231-1/73-MMS, dated 30-1-1974]

Recommendation (Sl. No. 19, Para No. 3.16)

The Committee note that Government have decided to convert Manual Exchanges into automatic exchanges gradually and propose complete automisation by 1986. They further note that the main handicap in this regard is shortage of automatic exchanges equipment. The Committee hope that with the gradual stepping up of production capacity of equipments, Government would be able to adhere to the target date of automisation which is essential for providing better telecommunication facilities to the telephone users.

The Committee would like Government to prepare a programme for automisation for each year so that the target date could be adhered to.

Reply of Government

The Government has decided as a policy to convert manual exchanges into automatic exchanges gradually so as to complete automisation by 1986. The process of automisation has already started. It will be accelerated during the 5th Plan period.

2. The total manual exchange capacity on 31-3-76 is estimated to be 2.96 lakh lines. A uniform rate of decrement of 0.33 lakh lines per year is assumed so that complete elimination takes place by 31-3-86. The manual injection (i.e. new installations) is proposed to be tapered off faster to eventually become nil in 84-85. These assumptions determine both the manual and auto exchange equipment replacement programmes.

3. The Government has already drawn up a tentative programme for automisation on yearly basis and is shown below:

(Figures in 105 Lines)

Year as on 1.4.	Manual exchange Capacity		
	At the beginning	New install- ations	Replaced by auto during the year
72—73	2.70	0.25	0.15
73—74	2.80	0.30	0.15
74—75	2.95	0.35	0.37
75—76	2.93	0.35	0.32
76—77	2.96	0.28	0.61
77—78	2.63	0.21	0.54
78—79	2.30	0.15	0.48
79—80	1.97	0.11	0.44
80—81	1.64	0.07	0.40
81—82	1.31	..	0.33
82—83	0.98	..	0.33
83—84	0.65	..	0.33
84—85	0.32	..	0.16
85—86	0.16	..	0.16
31-3-86

[No. 169-2/72 TPL (CP)]

Recommendation (Sl. No. 20, Para No. 3.17)

The Committee are concerned to note that the BTM Crossbar exchange equipment which Government imported from Bell Telephone Manufacturing Company, Belgium, is suffering from many defects with the result that the very purpose for providing efficient telecommunication service for which it was imported and installed has been defeated.

Reply of Government

One of the objectives of the import of crossbar exchange equipment from M/s. B.T.M. was to give relief to the long waiting list and provide more telephone connections. 45,717 new telephone connections have been given from the import of B.T.M. crossbar equipment and to that extent, we have succeeded in our objective.

Another objective was to provide more and more S.T.D. service and Operator Trunk Dialling service. With the import of the crossbar equipment, S.T.D. service has been provided on 24 routes so far, through the Trunk Automatic Exchanges. Also Operator Dialling facilities are available among 30 stations through TAXs. So we have been able to meet this objective also to the extent indicated.

The service performance of these crossbar exchanges has not been as satisfactory as was expected. A programme for upgradation of these crossbar exchanges is already on hand and it is expected that service performance will improve on the completion of this programme.

[Ministry of Communications, (P&T) No. 606-11/72-TPS (XF)]

Further information called for by the Estimates Committee

Has the programme for upgradation of crossbar exchanges been completed and service performance improved.

[Lok Sabha sectt. O.M. No. 5/22-EC 1/73 dated 17-1-1974]

Further reply of Government

The upgradation work in the 6 local crossbar exchanges supplied by M/s. B.T.M. is in full swing and it is expected that most of the modification work on three exchanges will be completed by end of 1974. In case of the remaining three exchanges the work will be completed by end of 1975. The upgradation work for the 4 trunk automatic exchanges have also been taken up and it likely to be com-

pleted during 1975. The impact of the upgradation on the performance of the local exchanges and trunk automatic exchanges will be known after the upgradation work is completed.

[Ministry of Communications (Indian Posts & Telegraphs Deptt.)
O.M. No. 606-71/72-TPS (XF) dated 30-1-1974]

Recommendation (Sl. No. 21, Para 3.18)

The main defects as brought to the notice of the Committee are inadequate contact protection component failures, instability of mechanical adjustments, circuit problems and corrosion. The Committee cannot help but to point out that the Crossbar technology imported from B.T.M. has in actual practice not been found to be fully suited to Indian conditions. It is not clear as to how such serious shortcomings occurred when a technical team of officers had gone round different countries to examine and recommend a suitable type of crossbar equipment for manufacture in India. The Committee understand that the ITI indicated to the collaborators the pattern of traffic etc. only for Strowger system and did not have the adequate data about the periodicity of Calling which is an essential feature in this System. The Committee fail to understand why it was not possible to identify the basic requirement of periodicity of calls and special features of Indian conditions while going in for the B.T.M. Cross-bar equipment.

Reply of Government

P. & T. had gone in for the Crossbar type Common Control equipment for the first time. Before commissioning of the exchanges, it was not known that the periodicity of calling has such a critical influence on the performance of the crossbar exchanges mainly due to lack of experience in the field of common control systems and due to unexpected rise in traffic on account of suppressed remand, therefore, it is conceded that these factors could not be taken into account before placing the orders.

[No. 606-11/72-TPS (XF)]

Recommendation (Sl. No. 22, Para 3.19)

The Committee understand that Government have invited global tenders for import of 35,000 lines of cross-bar exchange equipment and that offers have been received from three-foreign firms including BTM (Penta Conta) with whom there is already an agreement for manufacture with ITI and L.M. Ericssons of Sweden. The Committee would like to impress upon Government the need for most

careful scrutiny at the highest technical level so as to make sure that equipment which would give best service in Indian conditions would be imported and that the difficulties and shortcomings which were experienced in earlier years in the working of imported cross-bar equipment from BTM are not allowed to recur.

Reply of Government

Government had invited global tenders for import of 35,000 lines of crossbar equipment to be installed in 29 places. Offers were received from M/s. BTM Penta Conta and also L. M. Ericssons for Sweden. Technical Delegations with Study Teams had gone abroad to look into the performance of the equipment manufactured by M/s. B.T.M. as well as LM Ericssons. One of the important points noted was that at no place the equipment was working under traffic conditions, such as those obtaining in India and it was not possible to say how either of these equipments will stand up to the pattern of traffic in India. However, it was noted by the Technical Delegation that the performance of the Ericssons equipment was distinctly better than that of the BTM's equipment. Due care has been taken in regard to the specifications of the traffic data. After due technical scrutiny, the Government have decided to place an order on LM Ericssons for 10,000 lines of equipment to be installed in one exchange only.

[No. 606-11/72-TPS (XF)]

Recommendation (Sl. No. 23, Para No. 3.26)

The Committee note that there has been increase in the percentage of utilisation in the year 1972 and hope that the utilisation may reach 93 per cent by the end of the Fourth Five Year Plan. To achieve the maximum utilisation, the Committee would like Government to issue instructions to all Heads of Circles and Districts to review the spare capacity available in each Exchange and take concrete measures to bring it into utilisation. The P & T Board should in particular review regularly the utilisation of capacities in exchanges having 1,000 lines and more so as to ensure that these are pressed into service at the earliest.

Reply of Government

The P & T Board is obtaining quarterly reports in respect of all exchanges of 1,000 lines and more and is reviewing them and issuing suitable instructions with a view to improving the utilisation of capacities. The circles and Districts have also been directed to

conduct similar reviews and take suitable action in respect of smaller exchanges.

The efforts will be continued.

[No. 803-5/72-TPS (UPC)]

Recommendation (Sl. No. 24, Para No. 3.27)

"The Committee hope that concerted efforts will be made to ensure that paucity of cables and other equipments are not allowed to hold the full utilisation of capacity of telephone exchanges."

Reply of Government

Noted. As mentioned earlier, Government of India had set up a Committee under the Chairmanship of Shri M. S. Pathak Member, Planning Commission to prepare a perspective plan for stepping up of indigeneous capacity for manufacture of all types of Telecommunications equipments including underground Telephone Cables. Report of this Committee has been received and is under examination of the Government.

The demands for the Telephone Cables are being reviewed on the basis of these recommendations, in consultation with the Ministry of Industrial Development.

[O.M. No. 243-55/73-MMS]

Recommendation (Sl. No. 25, Para No. 4.9)

The Committee note that while there is considerable improvement in the operation of 'Trunk call services' yet there is persistent feeling among business and other quarters that it requires further tonning up to give the maximum satisfaction to the subscribers.

Reply of Government

Various schemes have been drawn up for further improvement of the operation of "Trunk call services" during the next Five Year Plans. These include extension of Subscriber Trunk Dialing or Demand Service on more routes, replacement of the existing media by high grade media of large capacity, construction of open wire lines of Aluminum conductors or installation of VHF/UHF systems in sections which are subject to frequent interruptions by thefts or natural calamities etc. Execution of these schemes for improvement have to be phased out in several stages in accordance with the allotment of funds and resources during the plans. Action is being

taken for progressive utilisation of schemes as and when completed for the improvement of trunk services.

[No. 21-33/73-PHT]

Recommendation (Sl. No. 26, Para No. 4.10)

The Committee would therefore, urge that Government should analyse the factors, both human as well as material responsible for the operational shortcomings of Trunk Services and take suitable remedial measures to ensure maximum efficient service possible. This is all the more necessary in view of huge losses suffered by Government due to non-maturing of calls.

Reply of Government

Action has been taken on the following lines for removing the shortcomings, pointed out by the Committee, in the operation of trunk services due to human and material factors.

Late response from Trunk special service like '180' etc. were largely due to incidence of unforeseen absenteeism amongst operative staff. This difficulty has now been overcome by making adequate provision for recruitment of short duty telephone operators (SDTO's) for making up the shortage.

It is also proposed to reduce the congestion on the existing 181 service by segregating this into two services in all important Trunk exchanges.

The shortcomings due to operators' ignorance of procedure are detected with the help of service observation equipments installed in the Trunk exchanges. Operators who are found deficient or unfamiliar with the procedure are imparted refresher training on the relevant subject. This facility for observation is being provided at all important stations. At smaller exchanges, such deficiencies are revealed by direct supervision.

Steps have also been taken to increase the number of positions for no-delay' service, wherever delay in response due to inadequacy of positions was observed.

The material factor affecting the trunk services is mainly shortage of trunk circuits on various routes. As stated in the reply to para 4.9, the Government have several schemes for large-scale expansion of the trunk network in the country to adequately meet the increasing demand for trunk services. These include the installation of Microwave|Coaxial|UHF systems, stabilisation of open wire

lines etc. Since the schemes have necessarily to be executed in several stages depending on the country's resources, the desired improvement in the effective percentage of trunk calls can only be attained progressively.

[No. 21-33/73-PHT]

Recommendation (Sl. No. 27 Para No. 4.17)

The Committee note that with the introduction of STD system, there has been tremendous growth in trunk telephone traffic. The number of trunk calls through the STD system has risen to about 20 to 30 times the number which was put through the manual trunks prior to the introduction of STD system. The Committee also understand that the automatic telephone service can carry a greater number of calls, because there are inevitable delays in a manual or semi-automatic system. The Committee feel that the introduction of the STD system has streamlined the telephone trunk service by eliminating delays and other deficiencies inherent in a manually operated system of trunk traffic. This has provided the subscribers much relief and saving of time and has also increased the revenues of Posts and Telegraphs Department. The Committee feel that this system should progressively be introduced between all important cities connecting administrative, educational commercial and trade centres.

Reply of the Government

Extension of the subscriber Trunk Dialing facility on a National basis to cover all important stations has been envisaged in the next two Five Year Plans. By 1981, this facility will be available between more than 300 stations. The remaining stations will be connected to this network during the periods of subsequent Five Year Plans. As an interim measure, semi-automatic working will be introduced at the stations where automatisation of the local telephone exchange is likely to be delayed due to inadequate supply or resources.

[No. 21-33/73-PHT]

Recommendation (Sl. No. 28, Para 4.18)

The Committee, however, note that at times the subscribers find it too difficult to get through their calls expeditiously between different stations. The Committee would like to suggest that whether the delay is due to long distance or congestion in the local exchange, Government should take adequate steps, as expeditiously as possible to remove the existing deficiencies to ensure an efficient service to subscribers.

Reply of Government

Action is being taken to increase the capacity of local junction cables and long distance media of communication based on traffic needs from time to time. Large blocks of trunk circuits either on high grade cable or on Radio systems or on both have been planned for linking the various stations.

[No. 21-33/73-PHT.]

Recommendation of the Committee: Sl. No. 29, Para 4.19

The Committee further note that the STD barring facility has only been introduced in very few exchanges. They recommend that this facility should be expeditiously made available to all those subscribers in all Telephone Exchanges in the country so that those subscribers who do not want to avail of this STD facility may be provided relief and are saved from the misuse of this system.

Reply of Government

STD Barring can be introduced only in Automatic Telephone Exchanges having STD facility. Two types of Automatic exchanges namely 'Strowger' and 'Cross-bar' are used in the Department.

STD barring facility is inherently available in all the 'Cross-bar' type Automatic telephone exchanges in the country. As regards strowger type exchanges out of the total 84 large Automatic exchanges (MAX-I) and 60 medium sized Automatic Exchanges (MAX-II) at STD stations, this facility has since been introduced in 21 MAX-I type exchanges (Eight in Delhi Telephone District, Nine in Bombay District, three in Ahmedabad District and one in Poona District). STD barring facility is yet to be introduced in the remaining 63 MAX-I type and 60 MAX-II type strowger exchanges in the country.

STD barring equipment was ordered on M/s. Indian Telephone Industries, Bangalore for all the 84 MAX-I type strowger exchanges during the period May, 1971 to December, 1972. This equipment is still awaited. However, Priority for the supply of equipment in respect of 72 large exchanges (MAX-I) was issued on 20-3-1973. Order for the equipment for MAX-II exchanges has since been placed on M/s Indian Telephone Industries in July, 1973. Likely period for the provision of STD barring facility in these exchanges will depend upon the equipment supplies by Indian Telephon Industries.

[No. 22-18/73-PHB]

Further information called for by the Committee

Further progress may please be intimated to the Committee.

[Lok Sabha Secretariat O.M. No. 5/22-ECI/73 dated 17-1-74]

Further reply of the Government

Priority for the manufacture of STD barring equipment by M/s Indian Telephone Industries for all the remaining STD Exchanges has already been issued in March 1973. This equipment is being received and will be installed expeditiously as desired by the Estimates Committee.

[Ministry of Communications (Indian Posts & Telegraphs Deptt)
O. M. No. 22-18/73-PHB. dated 20 Feb' 1974.]

Recommendation (Sl. No. 30, Para 4.20)

The Committee note that P&T Department has developed a meter, which can be put at subscribers premises, and which indicates the number of subscriber STD calls. They also note that it could not be put at subscribers place as it can be put out of commission. The Committee further note that Government is developing a more sophisticated meter, which is under trial in Telecommunication Research Centre. The Committee hope that this metre would be developed and checked on a high priority basis and installed quickly at the premises of the telephone subscribers using STD facility on their request and at their cost.

Reply of Government

P&T Department has developed a charge indicator which can be put up at subscribers premises and which indicates STD calls. This was kept under field trial with a number of departmental officers from February this year, and a number of difficulties were experienced. In view of the difficulties a simplified design has now been finalised by TRC. This design is being placed on field trial immediately and if found satisfactory, will be ordered for regular manufacture in 3 to 4 months time.

Top priority has been allotted to this project.

[No. 22-14/73-PHB dt. August 1973]

Recommendation (Sl. No. 31, Para No. 4.24)

The Committee note that complaints in telephone service is due to two factors viz. equipment and human. In so far as equipments are concerned, the Committee suggest that there should be a regular checking of installations at the existing telephone exchanges, dial mechanism, switch board equipments as also of instruments given to subscribers and any fault detected should be rectified on the spot so that mechanical defects do not occur frequently.

Reply of Government

The routine for regular checking up of the various items of equipment of the exchanges, switch boards subscribers office fittings and instruments is already laid down by the P&T Board. This is issued in the form of Engineering Instructions. Recently the relevant instructions have been reiterated (Annexure I).

The Officers of the Department also do technical inspections of the various items of equipment periodically. (A copy of schedule of inspections is at Annexure II). During these inspections the defects noted are brought out and necessary corrective measures taken.

The P&T Board has got an exchange maintenance cell. The performance of typical telephone systems is observed by the observation unit attached to this cell. Concentrated efforts are made to improve the performance of telephone systems where-ever required.

[No. 8-23/73-PHM]

Recommendation (Sl. No. 32, Para No. 4.25)

As regards the human factor the Committee would like to suggest that Government should examine the problem in all its aspects and take suitable remedial steps to eliminate causes of complaints arising out of this factor.

Reply of Government

A time schedule for recruitment of Telephone Operators has since been prescribed. The Heads of Circles/Telephone Districts are making recruitment as per this schedule and the deficiencies expected to be soon removed. Further, for meeting situation arising out of excessive absenteeism, provision has been made for employment of Short Duty Telephones Operators.

2. These steps, it is hoped, would reduce the No. of complaints on account of in-adequacy of staff.

[No. 207/109/73-STB I]

Recommendation (Sl. No. 33, Para No. 4.26)

The Committee further feel that a conscious effort should be made in by the P&T Department to inculcate in their staff a sense of duty and a spirit of public service. They should be made to realise that they are running a vital communications system and that inefficient telecommunication invariably leads to a slowing down of the commercial and industrial tempo of a country.

Reply of Government

Adequate emphasis during training is given to the staff to instil into them the spirit of duty and public service. Suitable instructions have also been issued based on the recommendations of the Estimates Committee.

[No. 15-2/72-Trg (Pt)]

Recommendation (Sl. No. 34, Para No. 4.27)

The Committee have already made their recommendations elsewhere in the Report about augmentation of training programme for the telephone personnel which if implemented would go a long way in improving the efficiency of telephone services.

Reply of Government

The need for expansion of the training facilities for Telecom. personnel has already been felt. Shortages exist now in the training capacity particularly for the cadres of Engineering Supervisors and Technicians. Additional training centres are being opened to meet this shortage and the capacities of existing training centres are being augmented. The training syllabi are also being revised frequently to meet the requirements of present day techniques. These steps towards implementation and augmentation of the Training Programme are expected to go a long way in improving the efficiency of the telephone services.

[No. 15-1/72-Trg (Pt)]

Recommendations of the Committee (Sl. No. 36, Para No. 4.32)

The Committee note that as on the 31st March 1972, there were 18,253 short distance P.C.O.s and 3718 long distance P.C.Os. The Committee need hardly emphasise that telephone has become a basic necessity for the people with increased social, economic, educational activities and its need is increasingly felt by the common man. It should therefore, be the endeavour of Government to make available telephone for use by the general public in adequate numbers. Government should, therefore, accord high priority to the programme of opening PCO particularly in the metropolitan cities, State capitals and District towns.

Action Taken by Government

It has already been the policy of the Department to take every possible action for increase in the number of local public call offices

so as to provide as much public call facilities to the general public as possible. With that in view, the system of providing public call offices at private premises was introduced and it was further extended by allowing coin box PCOs at such premises without charging any rent. A target of 2 per cent installed capacity to be utilised for PCO was also laid down in 1968 with the stipulation that this percentage may eventually be increased to 5 per cent. In addition to these measures, a comprehensive programme was drawn in 1972 for opening local public call offices on a mass scale on 15th August, 1972. A total of 1459 PCOs were opened as a result of this programme. A similar programme was also drawn up this year and instructions were issued for opening 1,800 PCOs upto 15th August, 1973. Instructions have also been issued that requests for PCOs at private premises should be agreed to as far as possible in case the PCOs are likely to benefit the general public of the locality.

[File No. 11-32/73-PHA]

Recommendation (Sl. No. 37, Para No. 4.33)

The Committee note that with the introduction of three ten paise new coins, the user of PCOs now find it difficult to get the call mated as the party at the other end does not know as to what is happening and puts down the receiver. The Committee would, therefore, suggest that Government should immediately take up the introduction of new device in the Public Call Offices so that all the three coins are dropped simultaneously into the box and the user is connected quickly to the dialled number.

Reply of Government

A suitable attachment to the CCB for the purpose has been devised. The departmental telecom factories at Bombay has been asked to manufacture 40 numbers of such pieces for trial purposes. On receipt of the equipment, field trials will be carried out simultaneously in Bombay and Delhi. After the trials prove successful the design will be accepted for manufacture.

[No. 16-9/72-PHB]

Recommendation (Sl. No. 38, Para No. 4.38)

The Committee understand that the shifting of telephones at present takes a long time. The Committee feel that when a telephone is to be shifted and if such shifting is covered by the rules of **shifting**, there should not be any difficulty in its shifting if the line is available in the exchange concerned. The Committee would

suggest that some definite time-limit should be laid down and enforced for shifting of telephone lines both within the same exchange areas and from the one exchange to another.

Reply of Government

In case of permissible shifts, instructions already exist that the shifts should be carried out within 15 days from the issue of the Advise Note. The subscriber is not to be charged rent beyond this period if the shifting is delayed due to departmental lapse inclusive of technical difficulty.

[File No. 11-32/73-PHA]

Recommendation (Sl. No. 39, Para No. 5.7)

The Committee are unhappy to note that only 0.669 per cent of people in the villages have been provided with telephone facilities and that the circlewise percentage except in the case of Kerala, Mysore, Rajasthan and Tamil Nadu is lower than even one per cent. With greater emphasis being laid by Government on integrated development of backward and underdeveloped areas and for providing necessary infrastructure for the same as also with greater movement of people from villages to towns and cities in search of employment opportunities, education etc., the Committee feel that existing telephones facilities available in rural and under developed areas are far from adequate. The Committee, however, hope that with the enforcement of policy as now revised for opening of telegraph offices (combined offices) and public call offices in backward, underdeveloped and hilly areas, it would be possible to open more public call offices in those areas and to achieve the targets of opening 200 public call offices in 1973-74 and 5,000 during the Fifth Plan period.

Reply of Government

The observations of the Committee have been noted. The provision of Public Call Offices has been progressing according to the Plan. Out of 2,000 Public Call Offices provided for in the Fourth Plan 1964 had already been opened in the first four years of the Plan. Further 76 have been opened till 15-8-1973. Thus the target of 2,000 Public Call Offices has already been achieved. Some more Public Call Offices are due to be opened in the remaining portion of the current financial year.

[No. 3-72/73-TPL (P)]

Recommendation (Sl. No. 40, Para No. 5.8)

The Committee would, however, like to stress that to achieve the aforesaid targets, a phased programme for each year of the Fifth Plan should be drawn up for all categories of Stations mentioned in the revised policy and all the concomittant factors involved in this process should be tied up in advance to obviate any shortfall in this regard. They would also like to suggest that yearly review of the progress made should be undertaken with a view to remove shortcomings that may be noticed in the implementation of the programme.

Reply of Government

The Fifth Plan submitted to Government and which has still to receive its approval contains a provision for 5,000 Public Call Offices.

The Committee's observations have been noted and will be implemented when the details of the programme for the Fifth Five Year Plan are worked out. Yearly reviews will also be carried out.

[No. 3-72/73-TPL (P)]

Recommendation (Sl. No. 41, Para No. 5.9)

The Committee need hardly stress that telephone is a basic infrastructure for strategic areas. Government should, therefore, formulate as early as possible a liberalised policy for providing telephones in such areas and take expeditious steps to implement the same in accordance with a time-bound programme to be laid down in this behalf.

Reply of Government

The Department has already a policy for providing Public Call Offices in border areas under relaxed conditions. Such facilities are being provided wherever recommended by the State Governments, Ministry of Defence and Ministry of Home Affairs.

[No. 3-72/73-TPL (P)]

Recommendation (Sl. No. 42, Para No. 5.10)

The Committee are unhappy to note that maintenance of telephone exchange in rural areas was not satisfactory. Poor maintenance of Exchanges often result in interruption of link and unsatisfactory service. The Committee would like Government to take concrete and systematic measures to see that the Exchanges in rural areas are serviced properly and maintained in efficient and dependable condition of service.

Reply of Government

The problems of rural exchanges are:—

1. Not so satisfactory working of the auto equipment (shortage of spares, absence of trained mechanics, poor supervision etc.).

2. Inadequacy of trunk circuits connecting the rural exchanges to their parent exchanges.

Action taken|being taken to overcome these difficulties are enumerated below:—

1. *Shortage of Exchange spares*: This has been taken up with the suppliers M|S ITI to improve the supply of spares. Forecast of our demands upto 1978-79 has also been given to M|S ITI to enable them to gearing their production. ITI in turn are putting up ancillaries and otherwise making arrangements for adequate supply of spares.

The position is expected to improve in a year or two.

2. *Absence of trained men and poor supervision*: Due to the poor transport facilities available in rural areas, the mobility of the maintenance unit is poor. This is not conducive to the efficient utilisation of available staff who many times have to waste considerable time waiting for the public transport.

A scheme has now been worked out and orders have been issued where a group of exchanges will be put under the charge of a maintenance unit who will be provided with motor cycles. This will make possible efficient utilisation of the trained staff as also effective supervision.

Suitable refresher courses have been planned and are being arranged for the various cadres of the staff.

3. *Inadequacy of trunk junctions between rural Exchanges and their parent Exchanges*: This problem has also been studied. Guide lines are being laid down indicating the number of junctions required vis-a-vis traffic from the rural exchange to its parent exchange.

[No. 8-23/73-PHM]

Recommendation (Sl. No. 43, Para No. 6.7)

The Committee note that in the opinion of Government there is absolutely no scope for the reduction of telephone tariffs. The Committee would however, like to stress that the increase in tariff should be commensurate with improvement in the service provided to the telephone users and that in devising the tariff structure, it

must be borne in mind that the net work of telephones is expanded and telephone facility brought within the reach of maximum number of customers. Government should also see that as and when tariff is revised it should be simple enough to be understood by the public and that it is administered correctly and equitably by the authorities concerned.

Reply of Government

The above recommendations have been noted and will be kept in view whenever the telephone tariffs are revised in future.

[No. 7.15/73-R]

Recommendation of the Committee (Sl. No. 44, Para No. 7.19)

The Committee are constrained to observe that by and large there is a general feeling among the Public that incorrect or inflated bills are frequently sent to subscribers who have to enter into protracted correspondence with the authorities concerned to obtain refunds. This is high-lighted from the fact that during the Calendar years 1970, 1971, 1972 (upto 1-3-72), complaints received by the Telephone Department for over-billing and disputed meter readings were to the tune of 1,86,042,2,21,613 and 59,846. In terms of percentage, the Committee observe that there is increasing trend in the number of complaints received with reference to the number of installed telephones. It increased from 5.83 per cent in 1970 to 6.32 per cent in 1971.

Reply of Government

Committee for examining the billing system of Delhi Telephones District, with respect to excess billing, has been constituted vide Ministry of Communications (P&T Board) Notification No. 27/421/72-TC, dated 1.2.73 (Annexure III) of Action Taken Notes. This Committee is expected to submit its report soon. Further action on the above noted paras will be taken after examining the report of this Committee.

(Ministry of Communications (P&T Board) O. M. No. 1-24/72-TC/EC.

Further information called for by the Committee

Has the Committee for examining the billing system of Delhi Telephone District, which was expected to furnish its Report within two months of its constitution, submitted its Report? The result of action taken on the above para may be communicated to the Committee.

(Lok Sabha Secretariat O. M. No. 5/22-ECI/73 dated 17.1.74.

Further reply of the Government

The report of Committee for examining the billing system of Delhi Telephones District with respect to excess billing is expected to be completed shortly. However as compared to 1971 & 1972, during 1973 No. of complaints of excess billing has come down considerably as will be seen from the comparative statement given below:—

Complaints of Excess Billing Received Month by Month During 1971-72 & 1973

Month	1971	1972	1973
Jan	663	639	537
Feb	536	687	418
March	594	685	522
April	581	828	332
May	513	857	424
June	887	637	344
July	921	683	467
August .	808	639	430
September	736	729	419
October . .	821	563	376
November	839	513	376
December	816	519	383

[Ministry of Communications (P&T Board) O.M. No. 1-24/72-TC/EC, Dated 31-1-74]

Recommendation (Sl. No. 45, Para No. 7.20)

The Committee while noting that some measures have been taken to reduce over billing, would like to emphasise that the whole system of billing requires thorough streamlining. They would, therefore, urge that Government should review the whole working of Billing procedure at a high level and take suitable remedial measures in respect of human and material factors that contribute to over billing.

Reply of Government

The Government have already appointed a Committee (vide

memo No. 27-421/72-TC dated 1-2-73 (Annexure III) consequent on the recommendations made by the Committee on Petitions in their Fourth Report to the Fifth Lok Sabha) under the Chairmanship of Shri Jag Parvesh Chandra, Deputy Chairman, Metropolitan Council, Delhi, for examining the billing system of Delhi, for examining the billing system of Delhi Telephone District with the following terms of reference:—

- (a) To examine the billing system of the Delhi Telephone District with regard to accuracy of metered call charges included in the bills;
- (b) To examine the working of subscribed trunk billing system of the Delhi Telephone District with regard to causes of excess metering on STD calls;
- (c) To examine the procedure for investigation into complaints by subscribers of Delhi Telephone District of excess billing of metered calls;
- (d) To recommend effective measures to remove the causes of excess billing in respect of metered calls and for quick and effective disposal of excess billing complaints; and
- (e) To consider desirability of introduction of monthly or two monthly (instead of quarterly as at present) billing of rental and local call charges after examining the financial and administrative implications of change.

As the whole system of billing is being examined by the Committee specifically with regard to reasons for over billing, the recommendations of the Committee would cover the field envisaged by the Estimates Committee in their above recommendation. We are awaiting the findings of the Committee.

[No. 2-36/73-TR].

Recommendation (Sl. No. 47, Para No. 7.22)

It has been suggested to the Committee that similar meter as is installed in the Exchanges be installed at the subscribers premises for purposes of cross-check. The Committee note that Government are now developing a sophisticated meter, which is being tried in Delhi and can be installed at subscribers premises, after it is fully developed, examined and checked. The Committee hope that Government would be able to develop this meter without further delay and provide to subscribers who want such meters at their own cost at their residences.

Reply of Government

STD Charge Indicator has been designed and is under field trial. Local call will not, however, be indicated on this meter as in case of exchange meter. Subject to successful trials these meters are likely to go in for production during the current financial year.

[No. 16-9/72-PHB].

Recommendation (Sl. No. 48, Para No. 7.23)

The Committee regret to note that Government have not been able to introduce photographic system of taking meter readings at four places so far even though it was intended to do so as early as in 1969 due to delay in the procurement of equipments. The Committee would like to suggest that this matter should be taken with the Ministry of Industrial Development so that expeditious steps are taken to procure equipments and instal them. They would like to suggest that in case this experiment proves successful, this system may be introduced in a phased manner in other places.

Reply of Government

Photographic equipment for taking meter readings has since been received at all the four places viz. Bombay, Calcutta, Madras and New Delhi. It has been decided to try this equipment first in Delhi by employing all the four units. Suitable instructions have also been issued to the General Manager Telephones, New Delhi about the use of this equipment. After the experiment in Delhi proves successful, photographic system of taking meter readings will be introduced in a phased manner at other places.

[No. 25-25/67-PHB.]

Recommendation (Sl. 49 & 50 Paras 7.24 & 7.25)

The Committee note that one of the main reasons about excess metering complaints is that some subscribers were in collusion with departmental staff or others. The Committee feels that Government should exercise greater vigilance and take a very serious view of the corrupt practices indulged in by their staff and others i.e., diversion of one subscriber's telephone lines to another subscriber's telephone for making S.T.D. and other calls, and issue of wrong bills to subscribers under the cover of clerical errors, etc.

The Committee feel that unless strong action is taken to detect such cases and deterrent punishment is given to the guilty persons, this evil cannot be effectively dealt with.

Reply of Government

Committee for examining the billing system of Delhi Telephones District, with respect to excess billing has been considered *vide* Ministry of Communications (P & T Board) Notification No. 27/421/72-TC, dated 1-2-73 (Annexure III). This Committee is expected to submit its report soon. Further action on the above noted paras will be taken after examining the report of this Committee.

[Ministry of Communication (P&T Board) O.M. No. 1-24/72-TC|EC].

Recommendation (Sl. No. 51, Para No. 7.26)

"The Committee further note that Government have introduced computerising of billing system in Bombay, where readings are taken manually and they are fed to computer and this helps in eliminating wrong calculations in billing etc. The Committee would like to suggest that computerisation may be introduced in other cities also, starting with the Metropolitan cities in accordance with a time-bound programme to be chalked out for this purpose."

Reply of Government

It has been decided to introduce computerised system for telephone billing and accounting in other metropolitan cities of Calcutta, Madras and Delhi and the present position is as indicated below:—

Madras

The work has been put under computer from 1-4-1973.

Delhi

The trunk billing work has been put under computer from 1-4-1973. Extension of the computer system for rent bills is under programming.

Calcutta

Issue of rent bills and accounting is being done on the computer since 1967, from 1-1-1973 this is under an arrangement with Director-General, Ordnance Factories, Calcutta, Extension of the computer system for trunk billing is being arranged in consultation with the D.G.O.F., Calcutta.

2. Based on the economics and other relevant considerations, extension of Computerisation to other cities will be considered after the work gets stabilised in the four major Districts of Bombay, Madras, Delhi and Calcutta.

[No. 2-64/73-TR].

Recommendation (Sl. No. 52, Para No. 7.33)

The Committee, while appreciating the fact that in a system where telephones are provided to subscribers on credit basis and where the post billing system is in vogue some arrears are inevitable, cannot, but feel concerned to note that arrears of telephone revenue as on 31-5-1972 were to the tune of Rs. 6.05 crores out of which 1.94 crores were outstanding against Government Departments (both Central and States). The Committee while observing that as the result of special drives launched during the last four years, percentage of recovery has been of the order of 20 per cent, are of the opinion that much more concerted efforts have to be made on the part of the Department to bring down the arrears to the minimum possible. It is indeed a matter of great concern that the Government Departments are not alive to their responsibilities to clear the dues. The Committee feel that a decision should be taken at a high level and suitable directives be issued to clear off the arrears. In the case of State Governments the matter should be taken at the highest level so that pointed attention is drawn to the settlement of the problem.

Reply of Government

In the light of the recommendations of the Committee instructions have been issued to all Heads of Circles to launch a special drive for liquidation of the arrears in respect of the bills issued upto March 1973. These instructions, *inter alia* reiterate that in the event of non-payment of current dues there should be no hesitancy in enforcing disconnections, and any hesitancy on the part of the field officers in this regard, should be taken serious notice of. A copy of letter No. 4-5/73-TR dated 22-6-1973 is at Annexure IV.

2. Further, the Chief Secretaries of all State Governments, Registrars of High Courts and the Secretaries of all the Ministries/ Departments of the Government of India have been addressed *vide* letter No. 2-41/73-TR dated 18-9-1973. (Annexure V) conveying to them the observations of the Committee made in para 7.33 of their 41st Report. They have also been requested (1) to issue suitable instructions to all concerned reiterating the need for expeditious settlement of telephone bills; and (2) to nominate, as a standing arrangement, a senior officer of the Secretariat to whom the P. & T. Departmental Officers at the various levels would look forward for assistance in regard to settlement of dues which could not be settled by the departmental officers in the normal course.

3. It is hoped that the steps taken, as indicated above, will go a long way in reducing the arrears to the minimum and also step up the collection efficiency in regard to the recovery of current dues.

[No. 2-41/73-TR].

Recommendation (Sl. No. 53, Para No. 7.34)

The Committee are concerned to note that out of Rs. 6.05 crores arrears of the telephones revenue, the arrears due from private subscribers are as much as Rs. 4.11 crores. The Committee cannot but come to the conclusion that efforts made by Government to realise arrears from private subscribers have either been half-hearted or proved ineffective. The Committee would, therefore, like Government to go into the matter thoroughly and find effective ways and means to liquidate arrears due from private subscribers. In this regard the Committee would like to suggest that Government should first undertake analysis to identify big cases of defaults by subscribers say of over five thousand rupees and concentrate their efforts in realising arrears from such subscribers. They should also make concentrated efforts in realising arrears of past years so that arrears are recovered in time and before the party/persons concerned disappears. The Committee are of the opinion that there is no reason why arrears cannot be realised if Government effectively implement the policy decision taken by them for realisation of telephone arrears.

Reply of Government

Instructions have been issued to all Heads of Circles etc., *vide* letter No. 4-5/73-TR dated 22-6-1973 (Annexure IV) asking them to launch a special drive for liquidating the arrears and make an all out attempt to clear the old outstandings. The drive will cover the outstandings in respect of bills issued upto 31-3-1973. Guidelines for action to be taken in respect of the outstandings in respect of working connections and those in respect of the closed connections, Government as well as private, have been outlined therein. The cases of defaulters of private closed connections having outstandings of over Rs. 2000 in each case will receive particular attention and efforts will be intensified for realising the dues.

2. The outcome of the special drive will be kept under review.

[No. 2-41/73-TR].

Recommendation of the Committee

The Committee would like to suggest that Government may examine whether it would be feasible to introduce "Security De-

posit Scheme" for private subscribers which may to some extent prove helpful in realising recovery of telephone arrears.

[Sl. No. 54 Para 7.35].

Reply of Government

The suggestion is under active examination.

[2-41/73-TR].

Further information called for by the Committee

The latest position may be intimated for the information of the Committee.

[Lok Sabha Secretariat O.M. No. 5/22-ECI/73 dated 17-1-74]

Further Reply of Government

The suggestion of the Committee has been examined. At present the following types of deposits are taken from telephone renters.

(i) *O.Y.T. Deposits*: In the case of OYT Deposits which are in the nature of advance rental for a period of 20 years, the subscribers get a rebate in the annual rental. If the telephone is finally closed then only the balance of deposit is adjusted and refund made. This is not for settlement of dues on current bills.

(ii) *Deposits equal to rental of one year*: In addition to the advance of one quarter's rent from all Non-OYT telephone subscribers in the measured rate areas (with effect from 1-1-68) deposit equal to rental of one year is taken and this is adjusted when the telephone connection is finally closed.

(iii) Deposits of Rs. 100 are taken in respect of telephones provided on casual or temporary basis. This is also in the same way as the other deposits, i.e. the amount is adjusted as soon as the telephone is closed.

(iv) There is a voluntary deposit scheme by which the subscribers who may so desire keep a fixed amount in deposit with instructions for its adjustment against future bills. This is not in common use.

(v) There is yet another deposit in the form of security taken from such of those subscribers who habitually delay payments or who tender spurious cheques. This deposit is taken at the discretion of the Department. Such deposits are returned if the paying habits of the subscribers are considered normal.

All the deposits mentioned above do not carry any interest and cannot be treated as Security Deposit.

In the case of deposits at (i), (ii) and (iii) above, they are normally to cover mostly the rental dues and are not on the same footing as Security Deposits demanded by the Electricity Supply Corporations which are determined with reference to the installed capacity. These generally bear interest, which is credited to the consumer's accounts periodically.

In the telephone system, it is very difficult to fix a suitable amount of security deposit due to the wide fluctuation possible in the calls made by the individual subscribers. Since the potential use of telephone cannot be assessed in advance, there might be cases where bills exceed the security deposit and still the Department may be put to the need of writing off the dues where such amounts become irrecoverable. It is not practicable to go on increasing the deposits with reference to fluctuations in the number of calls. If the deposits are to be demanded irrespective of the paying habits of the subscribers, interest will have to be paid on these which would mean keeping elaborate accounts. As stated above, for new connections a deposit equal to one year's rental is taken which is adjusted on final closure on the telephone. The advantage in taking a deposit from all private subscribers will have to be weighed against the other aspects of subscribers' reaction and business practice as also the likelihood of write-off become necessary inspite of such deposits.

The P. & T. Board in their meeting held on 12-7-1973 after considering the various aspects of the Security Deposit Scheme for private subscribers, have decided that such a scheme need not be introduced and the present system in regard to taking of deposits should continue.

[Ministry of Communications, P&T Board, O.M. No. 2-41/73-TR
dated 30-1-1974].

Recommendation (Sl. No. 55, Para 8.8)

The Committee note that there are five Regional Telecommunication Centres to impart training to Engineering Supervisors and at present their total capacity is 1560. The Committee further note that the expansion plans have been taken in hand to increase the number of centres and the training capacity upto 2750 to meet the requirements of the Fourth Five Year Plan.

Reply of Government

The position as stated by the Estimates Committee regarding the expansion of the training capacity in the cadre of Engineering Supervisors from 1560 in 1970-71 to 2750 at the end of the 4th Five Year Plan is correct. For this purpose the existing 5 training centres are being expanded and additional training centres are being opened.

[No. 15-1/72-TRG(Pt.II)]

Recommendation (Sl. No. 56, Para 8.9)

It was also proposed to establish further additional Regional Training Centres during the Fifth Five Year Plan to meet the projected requirements of 4500 trained Engineering Supervisors.

Reply of Government

We have proposed to establish 8 additional Regional Training Centres in rented buildings, out of which 4 training centres have already been opened at Ahmadabad, Madras, Hyderabad and Bangalore. The case for establishing 4 more centres is under consideration. Suitable action is being taken to augment the training capacity so that the requirements of 4500 trained engineering supervisors per year can be met to meet the requirements of the Fifth Plan.

[No. 15-1/72-TRG(Pt.III)].

Recommendation (Sl. No. 57, Para No. 8.10)

The Government also propose to establish an advanced Level Telecommunication Training Centre with the aid of United Nation Development Programme to keep abreast with the latest development in the field of telecommunication technology.

Reply of Government

An Advanced Level Telecom. Training Centre at Ghaziabad (near Delhi) is proposed to be established with the aid of United Nation Development Programme. This training centre is intended to provide training facilities for In-service courses, Advanced Level Courses and courses for Instructors to keep abreast with the latest development in the field of telecommunication technology. Draft Project Document for this project has already been prepared and is to be finalised in consultation with the United Nation Development Programme experts.

[File 15-1/72-TRG(Pt.IV)].

Recommendation (Sl. No. 58, Para No. 8.11)

The Committee stress that concerted measures should be taken to develop these projected training centres according to a time bound programme. The Committee would like to suggest that Government should also undertake periodic review of the progress made in the establishment of these Centres and augmentation of their training capacity so that suitable remedial steps may be taken to overcome any shortcomings that may come to their notice as a result of such review is the training imparted and in the expeditious establishment of these centres.

Reply of Government

Additional training centres are being planned to meet the requirement of training of Telecom. personnel in the 5th Plan. Progress of establishment of all the Training Centres is constantly under review to ensure that these centres are opened expeditiously without delay.

[No. 15-1/72-TRG(Pt. IV)]

Recommendation (Sl. No. 59, Para No. 8.12)

As admittedly, the services provided by the operational staff are not what these should be, the Committee feel that there is an immediate and urgent need for intensification of the training programme in the training centres to keep pace with the latest developments in the field of telecommunications. The Committee suggest that Government should review the syllabi of training and modify them as necessary to serve better the present day requirements and to underscore the idea of service.

Reply of Government

The job of revision/modification of various syllabi in regard to latest developments in telecommunication technique in the Department has been undertaken. The revised syllabi is intended to lay greater stress on practical training with a view to ensure optimum efficiency of the equipment.

[No. 15-1/72-TRG(Pt. IV)]

Recommendation (Sl. No. 60, Para 8.13)

The Committee would further like to suggest that Government should examine the desirability of giving suitable incentives in the form of cash awards, advance increments, making suitable entries

in the Service Books, etc., of trainees who show outstanding performance in the training programme.

Reply of Government

At present there is no scheme of giving cash awards or advance increments to the trainees on the basis of their performance in the training centre. However, the seniority of the trainees on appointment is based on marks obtained by them in the training centre. Suitable records are also being made in the service books of the trainees.

The recommendation of the Committee for giving incentives in the form of cash awards and advance increments to trainees is under examination.

[No. 15-1/72-TRG(Pt. VII)]

Recommendation (Sl. No. 62, Para No. 8.29)

The Committee note that:—

- (i) the Telecommunication Research Centre has been established in 1956 and the work in the Centre is devoted to design modern equipment for indigenous manufacture;
- (ii) the Telecommunication Research Centre has designed a number of instruments which have reached the stage of production and it is working on an Electronic Exchange which was expected to be ready for laboratory trial early this year, for field trial by 1975 and for complete manufacture by the end of 1980 and this Exchange has great potential for providing new sophisticated services which are not possible at present with the existing automatic exchanges;
- (iii) most of the designs have been indigenously developed and have resulted in considerable saving of foreign exchange which is expected to show rising trend in the years to come. However, certain equipments have to be imported because the total production capacity of Indian Telephone Industries is not enough;
- (iv) as already admitted by Government, very little amount is being spent on research know-how, it is probably half per cent or even less of the total sales in the I.T.I. whereas it is as much as 10 to 12 per cent of sales in foreign countries.

In this connection the Committee would like to observe that developments in the field of telecommunication technology have, in the recent past, been so rapid and extensive all over the World that in order to catch up with the fast developing technology and to keep abreast of the progress taking place in the more advanced countries considerable expansion in research and development field is required in the country to fully exploit the latest techniques and to obtain the maximum economies in the operation of the telecommunication network as well as in providing new services and in improving the existing telecommunication services. The Committee, therefore, feel that an alround effort has to be made to intensify and expand the research and development in the telecommunication activities.

Reply of Government

An alround effort is being made to intensify and expand the Telecommunication Research Centre. The P & T Board has, in principal allotted 1 per cent of its telecommunication revenue (amounting to more than 2.0 crores immediately) for the annual expenditure on TRC and in addition an amount of Rs. 25 crores is proposed for Capital Expenditure during 5th Plan (2.5 per cent of the P & T 5th plan). This itself means four to five fold increase in the activities of the Telecommunication Research Centre immediately.

[No. TRC. 30-9/72]

Recommendation (Sl. No. 63, Para No. 8.30)

The Committee would like to emphasise that the funds allocated for research and development programme in telecommunications services should be performance oriented, to enable the Government to evaluate the success or otherwise of the research and development programmes carried out and the resultant benefits derived therefrom.

The Committee need hardly stress the utility of time bound research programmes for finding correct solutions to the pressing problems facing the telephone services in the Country.

Reply of Government

A Research Advisory Committee consisting of Sr. Member (TO), Member (TD) and Director-TRC is advising and monitoring the activities of Telecommunication Research Centre to ensure that the projects undertaken in TRC of utility in solving the problems facing the telephone services and that the projects are carried out within the required time frame. This advisory function will be

strengthened on the basis of any recommendations that may be made by the Menon Committee reviewing the telecommunication research activities (see also para No. 65—8.32).

[No. TRC. 30-9/72]

Recommendation (Sl. No. 64, Para No. 8.31)

The Committee would also like to recommend that concentrated efforts should be made for the removal of shortcomings noticed in Cross bar exchanges and improve its technology and design to suit Indian conditions and that the Telecommunication Research Centre should—

- (i) devise suitable exchanges to suit the requirements of rural areas;
- (ii) work on the improvement of telephone metering devices to obviate complaints of excess metering etc;
- (iii) work on projects through which telephone services become cheaper and thus reach every corner of the country;
- (iv) work on the improvements of design of Public Call Offices to ensure trouble free service and also improve telecommunication services to hilly and strategic areas.

Reply of Government

The present work in the Telecommunication Research Centre includes the following :—

- (i) A joint task force of TRC, P&T and Indian Telephone Industries has been active for the last 20 months in analysing the problems of the Cross bar exchanges and finding solutions for the problems. The solutions have been found for most of the problems and these are under implementation by the ITI.
- (ii) New rural automatic exchanges, both electro-mechanical and electronic, to give the required facilities and also to be economical, are being studied. With the existing Strowger type rural exchanges additional facilities like group dialling have already been designed and are being incorporated.
- (iii) Metering devices at the telephone exchanges are standard devices which meter both on local calls and STD calls.

However, to help the subscribers who may like to have a further check on their metering, the TRC is developing—

- (a) a check meter (or charge indicator) which can be provided at the subscribers' premises;
- (b) an observation equipment at the exchange which, on request from the customer, can be connected to his line and which will record the calls made by him;
- (c) a sophisticated automatic trunk ticketing equipment by which all information about STD calls will be recorded for final billing.
- (iv) Development of VHF systems and carrier system on lines and cables to provide cheaper telecommunication services to rural areas, hilly and strategic areas.
- (v) Evaluation and improvement of coin collecting boxes which are basically designed by the Bombay Telecom. Factory of the P&T Department.

[TRC 30-9/72]

Recommendation (Sl. No. 65, Para 8.32)

The Committee hope that the Menon-Committee appointed *inter alia* to review the research and development work will submit its report at an early date and Government will take suitable steps to implement their recommendations as early as possible.

Reply of Government

The Menon-Committee set up to review the telecommunication research under the Ministry of Communications has completed its deliberations and its report is expected shortly. On receipt of the report the Government will take suitable steps to implement their recommendations as early as possible.

[No. TRC. 30—9/72].

Recommendation (Sl. No. 66, Para 8.33)

The Committee further hope that the target fixed for the laboratory and field trial and for manufacture of the Electronic Exchange will be adhered to as with the commissioning of such exchanges, it will be possible, as claimed by Government, to provide sophisticated services which are not possible at present with the existing automatic exchanges. They would also recommend that

periodic review should be undertaken to assess the progress made in this regard and suitable remedial steps taken to overcome any shortcomings noticed with a view to see that the targetted dates are adhered to.

Reply of Government

Complete equipment for its laboratory trial has been installed and intense effort is being put in to test out the equipment for the laboratory trial expected to start very shortly. A group for the electronic exchange has been formed in the Indian Telephone Industries and members of this group are now working in continuous co-operation with the Telecommunication Research Centre to ensure that the equipment for the commercial trials are produced in time. The present Research Advisory Committee and later any committee as recommended by the Menon-Committee will periodically review the progress of the electronic exchange and take necessary action to ensure that these trials are completed in time.

[No. TRC.30-9|72]

Recommendation (Sr. No. 67, Para No. 8.34)

Since the Indian Telephone Industries are the principal manufacturers of Telecommunication equipment in the country and most of the designs developed in the Telecommunication Research Centre are manufactured there, the Committee are of the view that a very close liaison is necessary between the two so that the researches done by the Research Centre are quickly translated for practical use. It has also to be ensured that there is no duplication of effort between the two in the matter of research in the field of telecommunications.

Reply of Government

A very strong liaison already exists between the Telecommunication Research Centre and the Indian Telephone Industries. They have been cooperating in all stages of development work. The work carried out in the two organisations are fully coordinated to ensure that there is no duplication of effort.

[No. TRC. 30-9|72].

Recommendation (Sr. No. 68, Para No. 8.35)

The Committee would also urge that the proved designs which have been handed over by the Telecommunication Research Centre to the I.T.I. and the P & T Workshops are expeditiously produced for use on the P & T net work.

Reply of Government

Strong liaison and full coordination already exists between the Telecommunication Research Centre and the Indian Telephone Industries as well as between TRC and the P & T Factories. The designs evolved in the TRC are discussed between the TRC and the production agencies continuously so as to remove all delays in the expeditious production of the design. The ITI and the P & T Workshops also take concerted action to use indigenous components so that the delays and cost of importing these components are also reduced.

[No. TRC. 30-9/72]

Recommendation (Sr. No. 70, Para No. 9.10)

The Committee note that *inter-alia* the functions of the Telephone Advisory Committee are to bring the public and the P & T Department into close relationship and give public the confidence that their grievances are being properly represented and attended to. The Committee have no doubt that in the discharge of their functions, particularly in respect of out-of-turn allotments, the T.A.Cs are fully alive to their responsibilities for taking decisions on fair and equitable basis and on the merit of each case to the satisfaction of general public. However, in the absence of rules giving clear guidance regarding the considerations which may be taken into account by the T.A.C. in exercising their discretion in sanctioning out-of-turn connections, there is very likelihood of allegations of favouritism or nepotism being levelled against them. The Committee, therefore, recommend that Government should clearly spell out the guiding principles that should be taken into account by the T.A.C. in exercising their discretion in sanctioning out-of-turn allotments keeping in view the recommendations made by the Telephone Committee, 1966 in this regard.

Reply of Government

Comprehensive proposals have already been drawn up and are now under reference to the Heads of Telephone Districts for inviting their comments based on practical experience. The case will be taken up for final decision when these comments are received.

[O.M. No. 11-32/73-PHA]

Further information called for by the Committee

The result of examination may be communicated to the Committee.

[Lok Sabha Secretariat O.M. No. 5-22-ECI/73, dated 17-1-74]

Further reply of the Government

The matter is still under detailed examination of the P & T Board.

[Ministry of Communications (P & T Board) O.M. No. 11-32/73-PHA, dated 1-2-74]

Recommendation (Sl. No. 71, Para No. 9.11)

The Committee had been informed in pursuance of their recommendation contained in their 112th Report (Second Lok Sabha)—Part III on Telecommunications that instructions had been issued to Heads of Telephone Districts and Circles to hold the meetings of the T.A.C. at least once in every quarter, but they have now been given to understand that the T.A.C. are expected to meet at least once in six months. The Committee are unable to reconcile these statements. The Committee would like to stress that the meeting of the T.A.C. should be held frequently at least once in every quarter as they are an important link between public and the Governmental machinery. They would also like to suggest that recommendations of the Telephone Committee 1966 in respect of holding of meetings, drawing up of agenda etc. should be implemented in actual practice.

Reply of Government

Revised instructions requiring holding of T.A.C. meetings at least once in every quarter have been issued by this office under letter No. 6-66/72-PHA, dated 5th December, 1972. (Annexure V).

[No. 11-32/73-PHA]

Recommendation (Sl. No. 72, Para No. 9.12)

The Committee have no doubt that while nominating members on the Telephone Advisory Committees, Government ensure that all interests are duly represented thereon. The Committee, however, would suggest that the composition and character of T.A.C. may be reviewed periodically to ensure that in the fast expanding economy and the consequent rapid rate of growth of demand of telephones, all the interests are duly represented in the Committee and that no interests go by default or vested interests are created by repeated nominations.

Reply of Government

Recommendations of the Committee are already being followed in as much as the constitution of the Telephone Advisory Committee have been reviewed a number of times during the past two years consequent upon various socio-economic developments taking place in the country.

[No. 11-32/73-PHA]

Recommendation (Sl. No. 73, Para No. 10.8)

The Committee are unhappy to note that there has been inordinate delay in the publication of telephone directories of majority of telephone circles and districts and there are instances when the directories have not been published according to prescribed periodicity. In certain cases there has been a delay of about even one year and in the case of Delhi Telephone Directory, the delay is almost to the extent of two years. The Committee need hardly stress the necessity of timely publication of Directories as their irregular and delayed publications defeat the very purpose for which they are issued. The introduction of National Subscriber Trunk Dialling and its growth makes it all the more imperative to make available upto-date information to all subscribers by timely and regular publication of Directories.

Reply of Government

The delay in the publication of Directories in the last few years was due to a large extent to the acute shortage of printing paper in the country. To economise on consumption of paper, the periodicity of publication of Directories has been reduced to once a year. Circle directories are also being printed on a divisional basis in a phased programme. With these steps it is hoped that directories will be issued to subscribers with regular periodicity.

[No. 16-9/72-PHB]

Recommendation (Sr. No. 75, Para 10.10)

The Committee would suggest that apart from the measures already taken to overcome the shortage of printing paper for Telephone Directories, the problems connected with the non-availability of paper should be taken up at the highest level with the D.G.S.&D. and the Chief Controller of Printing and Stationery and a firm arrangement arrived at for timely availability of printing paper of the requisite quality and quantity.

Reply of Government

An arrangement has already been arrived at with D.G.S.&D. for centrally procuring paper required for directories of all Circles/Districts. Details are being finalised.

[No. 16-9/72-PHB]

Recommendation (Sr. No. 76, Para No. 10.11)

The Committee are not aware whether any decision has been taken by Government on the recommendation of the Telephone Directory Standardisation Committee for the adoption of the mechanised system for compilation of the Directories at least in the four major cities of Calcutta, Bombay, Delhi and Madras. The Committee would like to know in due course the decision taken in the matter as they feel that if mechanised system of compilation of Directories is adopted, it will go a long way to solve the problem of delay involved in printing the Directories and to that extent lead to expeditious publication of Directories.

Reply of Government

The mechanised system for compilation of Directories is already in vogue at Bombay. The feasibility of extending to other major Districts progressively will be examined.

[No. 16-9/72-PHB]

CHAPTER III

RECOMMENDATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN VIEW OF THE GOVERNMENT REPLIES

Recommendation (Sl. No. 3, Para 2.18)

The Committee note from the Mid-Term Fourth Plan Appraisal, that while the financial allocations for telephones has been increased from Rs. 466 crores to Rs. 488 crores, the physical target has been reduced from 7.6 lakh additional telephone connections to 7 lakhs additional telephone connections. From the information supplied by the Department, it appears that even this reduced target will not be fulfilled and the actual achievement will be 6.47 lakhs additional telephones by the end of the Fourth Plan. The Committee have commented on this subsequently in para 2.33 also. The Committee attach the highest importance to the achievement of the physical target, for, it is well known that there are very long lists of persons waiting for several years for provision of telephones in metropolitan and other cities. The Committee see no reason why material management, was not taken care of by the telephone authorities in the light of experience gained in the earlier Plan periods.

Reply of Government

At the time of Mid-term Appraisal of the 4th Telecom. Plan in Nov.-Dec.'70, it was observed that there has been considerable slip-page in the material supplies from the main indigenous sources viz., ITI and HCL as can be seen from the following table and, hence, revised targets were set.

(Figures in Rs. Lakh)

Local Telephone System	Value of Material supplies from	
	I.T.I.	H.C.L.
(i) Original Targets of Supply	7570	5400
(ii) Revised estimated targets of supply at the time of mid-term appraisal	6268	4630
(iii) Estimated achievement in supply at the end of the 4th Plan period as per review made in November, 1972.	6799	3925

The original target of provision of 7.6 lakh telephones were revised to 7 lakh telephones at the time of mid-term appraisal due to limitation of material resources.

2. On the other hand, the investment programme of the 4th Plan was required to be enhanced from Rs. 466 crores to Rs. 488 crores due to additional imports of switching equipment, coaxial cables, transmission equipment etc., which were originally expected to be indigenously available. The additional imports resulted in the increase of foreign exchange and local cost and consequent increase in the investment programme from Rs. 466 crores to Rs. 488 crores.

3. While efforts were all along being made to adhere to the revised targets the Department may not be able to adhere even to the revised target of 7 lakhs additional telephones mainly due to the delayed improvement in supply of switching equipment from the ITI and cables from the HCL. The revised physical target of 4th Plan period has had thus to be further reduced from 7 lakh to 6.54 lakh telephones with an anticipated reduction of Rs. 40 crores in the investment programme from Rs. 488 crores to Rs. 448 crores.

4. The limitation of material resources, which came to a sharper focus during the operation of the 4th Plan due to its large size and complexity, was recognised even during the earlier Plans. The Government had initiated action from time to time for setting up additional indigenous production capacity, e.g., the second cable factory under the HCL, the second transmission, switching and telephone instruments factories under the ITI etc. However, it was recognised that to obtain a more precise synchronisation between the demand and production of telecommunication stores and equipment, a long-range integration of the development plans for the telecommunication services and indigenous production capacity of telecommunication stores and equipment was necessary. This, in turn, involved the questions of clearer definition of Government policy and commitment with regard to the development of telecommunication services, the prospective availability of investible funds etc., over fairly long time-spans. The Government, accordingly, appointed a high-power Committee in 1972 under the Chairmanship of Sh. M. S. Pathak, Member, Planning Commission to sort out the issues and recommend a perspective plan for development of indigenous production capacity of telecommunication stores and equipment. The report of the Pathak Committee has recently been received.

Recommendations (Sl. Nos. 5, 6 and 7, Para Nos. 2.33, 2.34 & 2.35)

5. The Committee are concerned to note that Government will not be in a position to supply telephone connections without any waiting period till 1986, in spite of the fact that it is considered a basic infrastructure for a developing economy. In this connection they would like to point out that during the first three years of the Fourth Plan i.e. till the end of March, 1972, Government were able to provide only 3, 12, 144 additional telephones and the estimated additional number of telephone connections to be installed during the remaining two years of the Fourth Plan is 3,35,000. This indicates that there would be shortfall of 52,856 telephone connections against the revised estimate of 7,00,000 telephone connections and 1,17,856 telephone connections against the original estimates of 7,60,000 connections. This is all the more distressing, considering the fact that the total number of persons|organisations on the waiting list all over India as on 31-3-1972 was 3,41,109 and is likely to be about 4 lakhs at the end of the Fourth Plan i.e. by 31st March, 1974. Further it is a matter of great concern to note that the problem of providing new telephone connections in the Metropolitan cities of Bombay, Delhi and Calcutta is getting more and more acute from year to year. At the end of 31st March, 1971, the number of persons|organisations on the waiting list in Bombay, Delhi and Calcutta was 79,638, 45,000 and 34,187 respectively which increased to 91,644, 57,596 and 37,924 respectively as on 30-6-1972.

6. Government have also admitted that people have been on the waiting list for as long as 9 to 10 years in these metropolitan cities. The Committee regret to observe that there is a wide disparity between the projections for demand for telephones and the actual achievement envisaged in providing telephone connections during Fourth Five Year Plan. Original projection for telephones demand during the Fourth Plan was to the tune of 16.5 lakhs while the actual telephone connections proposed to be provided by the end of the Fourth Plan are only 6,47,144 as against the revised target of 7,00,000. This is indicative of the fact that the effort made is far from being commensurate with the demand projection.

7. The Committee, therefore, feel that the whole planning has been unrealistic. They would, therefore, like to emphasise that Plan projection should be based on a sound scientific forecast of unsatisfied demand of telephones and the capability of Government to provide telephone connections on the basis of their production capacity as well as all other related machinery and equipment etc. required for the same. The Committee, however, hope that it should be possible for Government to draw up realistic assessments for the Fifth Plan period based on their experience of Fourth Plan period.

Reply of Government

The reasons for lowering the physical targets regarding provision of telephone connections during the Fourth Plan period have been discussed in reply to recommendation No. 3 para 2.18 of the report. The main reasons are shortages in material supplies from indigenous sources viz. ITI and HCL. The action taken to remedy the situation has also been detailed in the same reply.

2. The disparity between the projections of demand for telephones and the actual achievement envisaged in providing telephone connections during the 4th Five Year Plan with long waiting periods, have, perhaps, been responsible for the Committee to observe that the whole planning has been unrealistic.

3. The Government were always aware that advance telecommunication planning on scientific basis is necessary for meeting the continuously increasing demand for telecom. services and as a first step a realistic forecast of telephone demand on a sufficiently long period of 10 to 15 years has to be made. Such forecasts were made at the time of formulation of the 4th Plan and by a 'Working Group' on "telephone demand projection" comprising of representatives of the Planning Commission, the Central Statistical Organisation and the P&T at the time of the formulation of the 5th Plan. While it may be said that the demand forecasting techniques evolved are reasonably sound, the forecasts made are affected by the unpredictability of economic growth (which mainly determines the telephone demand) in the long-term due to various factors e.g. droughts, famines, wars, devaluation etc. etc. However, in the present stage of growth of telecommunication system it is constrained mainly due to resource limitations. These resource limitations arise from basic inadequacies which are not rectified by the mere knowledge, of what the future demand for Telecommunication would be. The Plans based on demand forecasts had to be curtailed, sometimes drastically, due to lack of financial resources.

4. The first and foremost constraint on the development of telecommunications, is therefore, lack of resources. While it is true that the limited financial allocations available were not fully utilised in the past, the shortfalls, were not large considering the various circumstances, and a higher level of financial commitment, particularly in the long-term, would have in turn made it possible to mobilise the other resources, material and organisational, resulting in faster development. The replies given to Recommendations No. 2 (Para 2.17) and No. 3 (Para 2.18) may be referred to which fully

explain the problems of development planning of telecommunications and the strategies that are sought to be evolved to ensure speedier development.

[No. 169-2, 72-T.P.L. (CP) 31]

Recommendation (Sl. No. 11, Para 2.53)

The Committee note that as against the requirement of 7599 Kms. of cables, for implementation of the Fourth Plan target of 7,60,000 additional telephones, the actual availability of cables from the only indigenous manufactures, namely, Hindustan Cables Ltd., Rupnarainpur in the public sector was 1914 Kms. till 31st March, 1972 and it is expected to be 2847 Kms. more till the end of the Fourth Plan. This has perforce necessitated the import of cables worth Rs. 29.85 crores under a World Bank loan. The Committee would like to point out that the requirements of cables had been projected by the Working Group of the Planning Commission, as early as September, 1962 and they recommended not only the augmentation of the capacity at Rup Narainpur from the existing 3,000 Kms. to 16,000 Kms. but also the setting up of a new unit for manufacture of cables at Hyderabad. The Committee are greatly disappointed that the plan for expansion of the capacity of Hindustan Cables Ltd., at Rup Narainour, which was taken in hand in April, 1966 and trial production of which was expected to start by 1969-70 has not yet fructified. In fact, according to the latest information available the production capacity of Hindustan Cables Ltd., has come down from 2600 Kms in 1969-70 to 2500 Kms. and 1940 Kms. in 1970-71 and 1971-72 respectively. The Committee are at a loss to understand why Government have felt so helpless in ensuring that at least the existing capacity was put to full productive use and that the expanded capacity was also brought into commission as per scheduled programme, instead of the date being postponed to 1976-77. The Committee cannot too strongly deprecate the leisurely manner in which the decision about the setting up of the second factory to manufacture cables was handed with the result that the factory which was essential for meeting plan requirements, has not actually started production even in the fourth year of the current plan, though the need for it was recognised as early as 1962. The Committee would like Government to examine at the highest level as to how a key project of this nature has been allowed to be delayed thus greatly retarding the programme for achieving self-reliance in this vital field of communications, and forcing the country to incur a loan liability of as much as Rs. 29.85 crores to finance the import of cables. At a time, when there is a pressing demand for creating productive avenues to relieve the problem of unemployment, the Committee are

at a loss to understand why the second Unit of the requisite capacity could not be set up in time and commissioned to produce the requisite cables for the telephone industry and also incidentally provide acutely needed opportunities for productive employment.

Reply of Government

Shortfall in production from Rupnarainpur Unit

The deterioration in the political stability of the West Bengal Region in 1969-70 had an inevitable impact on the state of industrial relations in the productive units of his region. In units characterised by the existence of more than one representative trade union, clash of interests between the different units became unavoidable by virtue of the fact that the constituent units owed their allegiance to different political parties with divergent ideologies. This led to internecine rivalries among them and consequent deterioration of discipline of the shop floor. This development adversely affected the general productivity in the factory at Rupnarainpur. The militant attitude of the labour towards the supervisory staff further complicated the situation.

2. Throughout this period of strained industrial relations, Government avoided precipitating any crisis in the matter of industrial relations. After all these years, the Management have been able to initiate a continuing dialogue with the Labour Representatives and draw up an incentive scheme directly related to productivity and secure its acceptance by Labour Representatives.

3. Government would, therefore, like to submit that the failure to secure the maximum productivity out of the installed capacity at Rupnarainpur arose not out of any insufficient appreciation of the urgency of the situation but on account of a variety of reasons over which the Management could exercise only limited control.

Delay in setting up of the Second Cable Factory:

4. As has been pointed out by the Committee, it is true that the decision to establish the second Cable Factory dates back to 1962.

5. The project report was got prepared in November, 1962. This was undertaken by a Team of Technical Officers from the Rupnarainpur factory based on their experience of working of the Rupnarainpur factory. It was discussed in the Planning Commission in January, 1963, by an independent team consisting of representatives from the DGT, J&T and the concerned Ministries. In September, 1963 they formulated their suggestions about the lines on

which the Report needed to be revised so as to indicate the capacity, location aspect etc. The Report was accordingly revised to include these aspects also.

6. Action on the suggestions of the Technical Committee, The Managing Director, Hindustan Cables Ltd., Rupnarainpur in January, 1964 also examined suggestions about possible sites for location of the unit based on the offers received from the State Governments. On the basis of techno-economic considerations, the question was examined at length and with the approval at the highest level, location at Hyderabad was finally decided upon in December, 1966. The foundation stone of the factory was laid in January, 1967.

7. In the meantime, i.e., from March to June, 1968, the P&T Department, the primary consumer of the items, had modified the specifications and the product-mix on the basis of their experience. The company was requested to revise the project report on the basis of these modified requirements.

8. In the latter half of 1969, the whole country and the cable industry was faced with very severe recession to overcome the effects of this recession, representatives of the private sector cable manufacturers made a powerful plea to allow them to utilise the machining capacity rendered idle by the recession for manufacture of telecommunication cables. They maintained that this would involve import of only minimal amount of balancing machinery. As there was some force in this contention the whole question was examined in depth and a directive sought at the highest level.

9. This proposal was considered at the highest level in December, 1969. It was decided that:

- (a) action should be taken forthwith to increase to the extent necessary the capacity for the manufacture of telecommunication cables. The establishment of an additional unit in the Public Sector was also approved, in case the requirements could not be met through expansion of units including the one under the Ministry of Defence Production.
- (b) Import to the extent necessary was also authorised to meet such requirements as could not be met through expansion of the existing public sector units and establishment of another unit in Public Sector.

10. The Government felt that since telecommunication cables are required only by Government, save to a very small extent, it should not have to depend on private sector for such requirements and since the relaxation of the policy enunciated in the Industrial Policy

Resolution even though or a very brief period would have adverse repercussion in the form of similar requests from similarly placed industries which would be difficult to resist and since the situation created by the general recession had gradually started correcting itself, there was no scope for accepting the request.

11. Ever since (January, 1970), these proposals have been pushed forward with commendable speed. The placing of orders for plant and machinery and the construction of civil works etc., have all been completed in record time. The factory is an established reality today and the unit proposes to go into production in January, 1974.

[243-55/73-MMS].

Further information called for by the Committee

Please state specifically whether, as recommended by the Committee, the matter referred to in the above recommendation, has been examined at the high level. Please also indicate the actual production of the Hindustan Cables Ltd., for the year 1972-73.

[Lok Sabha Sectt. O.M. No. 5/22-ECI/73 dated 17-1-1974].

Further reply of the Government

The case has been seen by the Special Secretary in the Ministry of Industrial Development. When the second cable factory was approved, a note was sent to the Cabinet and the full history of the case was explained including the reasons for the delay. This note was considered by the Cabinet in their meeting held on 22-10-1970 when they gave the final approval for establishment of a cable factory at Hyderabad.

The actual production of Hindustan Cables Ltd., (Rupnarainpur Plant) during 1972-73 was:—

Dry Core Cables	4.69 lac CKMs
Coaxial Cable	1950 TKMs
Plastic Cables & Wires	45,493 CKMs

The Hyderabad plant of the factory is expected to go into production by about April, 1974.

[Ministry of Communications (India Posts & Telegraphs Deptt.)
O.M. No. 243-55/73-MMS, dated 30-1-1974].

Recommendation (Sl. No. 35, Para No. 4.28)

The Committee also suggest that Senior Officers including General Manager, Telephones should go through unattended complaints

thoroughly and take suitable steps to remedy the defects leading to complaints. The committee would like that list of all unattended complaints should be placed before the Telephone Advisory Committee so that members can also have an idea about disposal of complaints.

Reply of Government

There are Telephone Advisory Committees for all the large exchanges in Circles and for all Telephone Districts.

The Telephone Advisory Committees are presided over by Director of Telegraphs concerned in Circles and by Heads of Telephone Districts and they meet accordingly to prescribed periodicity.

As per directive already laid down, the maintenance of service is to be reviewed in detail in the meetings of these committees. The various points to be discussed are given below which indicate a comprehensive review of every type of public dissatisfaction with telephone service.

1. A general review of working of the telephone repair service indicating average duration of faults, percentage of faults, promptness in attendance to complaints, etc., together with measures taken for effecting improvement in local telephone service.

2. Measures taken or provision of out-door line plant for meeting telephone demands falling in the areas which are declared as 'non-feasible'.

3. A review of trunk telephone service indicating percentage of effective traffic relating to the local trunk exchange together with reaction of the Members of the service available on Trunk Booking (180) and Trunk Enquiry (181).

4. A review of the functioning of main trunk circuits, including microwave and co-axial routes, since the previous meeting and giving a precise idea about break downs that might have occurred.

5. Important points, if any, arising out of inspections carried out at subscribers premises by the Telephone staff.

6. Quality of service including subscriber reaction to response from the operative staff, particularly in manual local exchanges and special service positions on Trunk exchange. A staff problem (such as unusual absenteeism, etc.) may also be brought to the notice of the TAC Members, whenever applicable.

Recommendation (Sl. No. 46, Para No. 7.21)

The Committee also note that due to non-delivery or late delivery of the Bills, subscribers are unable to pay the bills in time with the result that their telephones are disconnected. The Committee would, therefore, like to suggest that Government may examine whether it would not be advisable to send bills to subscribers by registered post or in the alternative, if it is considered uneconomical, bills may atleast be despatched under certificate of posting on due dates.

Reply of Government

The Committee's recommendation is primarily to avoid disconnection of the Telephone where per chance the bill has not reached the subscriber. It is also possible that even after the bill has reached the subscriber, he may inadvertently overlook the payment.

2. In either case, the Telephonic reminder given in the case of non-payment, helps the subscriber to obtain duplicate copies of the bill, in case the bill is not available with him and to make payment. After the telephonic reminder, a further period of one week is allowed to pay the bill. If on being reminded a subscriber says that he has not received the bill, duplicate copies are furnished to enable him to make payment.

3. However, as a further facility to subscribers and to avoid such occurrences, as mentioned in para 1 above, it has been decided to issue Regd. Notices to such of the defaulting subscribers as specifically ask for such Notices to be issued on payment of a charge of Re. 1/- per notice issued. This will be only at the option of subscribers because of the additional work and cost involved. A copy of the instructions issued in this regard under D.G.P.&T. circular letter No. 2-21/71-TR dated 24-9-73 is enclosed.

4. Sending the bills to subscribers by Registered Post or in the alternative, to despatch the bills under certificate of posting will throw additional burden on the billing units and also cost the Department additional expenditure of about Rs. 10 lakhs p.m. in case of despatch of bills by Registered Post. In the event of bills being despatched under Certificate of posting the extra expenditure will be near about Rs. 30,000 p.m. Apart from this a certificate of posting establishes only the fact of the bills having been consigned to the Post Office and may not prevent the subscriber from disowning the receipt of the bill. Such a procedure therefore does not help the Department as there is no proof to show whether the subscriber has actually received the bill or not.

Government hope that the new facility of getting a Registered reminder (on payment), before the telephone is disconnected for default in payment would meet the requirements.

[No. 2-38/73-TR.]

Recommendation (Sl. No. 69, Para 8.36)

The Committee would also like to stress that Government should ensure that utmost coordination and close liaison is maintained between the Telecommunication Research Centre and the Institutes under Council of Scientific and Industrial Research, National Physical Laboratories, Central Electronic Engineering Research Institute and University Centres of research and other organisations in the field to avoid duplication and also to take suitable advantage of researches made by them.

Reply of Government

Informal liaison already exists between Telecommunication Research Centre and other research organisations of the Government and the academic institutions. This is through mutual discussions and participation in seminars, symposia, committees, etc. In general, TRC work is confined to the needs of the P & T and duplication of work has been avoided to the extent possible. TRC is also taking advantage of the work done in other institutions wherever feasible. It is expected that the recommendations of the Menon Committee will make this coordination and close liaison more effective.

[No. TRC-30-9/72.]

Recommendation (Sl. No. 74, Para No. 10.9)

The Committee are given to understand that the most important factor for the delay or non-publishing the telephone directories according to the prescribed periodicity is non-availability of printing paper in the country. The Committee note that certain remedial steps have been taken by Government to overcome the shortage of paper and that they are in continuous correspondence with the Director General Supplies and Disposals and the Chief Controller of Printing and Stationery as regards supply of paper. The Committee further note that Director General Supplies and Disposals has decided to earmark separate quota for the printing paper required for Telephone Directories and make allotment on paper mills directly and that Department is also considering independent procurement of printing paper directly from mills without routing their requirements through Director General Supplies and Disposals and Chief

Controller of Printing and Stationery and the matter is under discussion with concerned Ministries.

Reply of Government

Non availability of paper for printing of Telephone Directories was discussed with the Director General Supplies & Disposals and the Controller of Stationery, New Delhi. Director General Supplies & Disposals and the Controller of Stationery have also recently held meetings with the paper mills for the supply of paper.

Out of over 185 lakh reams of paper so far outstanding for Directory printing, about 94 lakh reams in 48 GSM substance are to be supplied by one paper mill only namely Mandya National Paper Mill—a Government of India Undertaking under the Ministry of Development. This mill have refused to supply paper against Director General Supplies and Disposals Rate Contract. This matter has been taken up by us with the Director General Supplies and Disposals and the Ministry of Development.

The proposal for placement of orders for paper by Director General Posts & Telegraphs directly on the mills from 1974-75 onwards is under examination in consultation with DGS&D. Director General Supplies and Disposals is of the view that the existing procedure of procurement of paper through Government of India Stationery Office, Calcutta will be better as this gives more flexibility.

The main difficulty in smooth supply of paper by mills against Department's requirements is the higher price available in the open market. The possibility of the Department obtaining necessary powers to procure the requirements of paper through direct purchases, is being taken up with the Government.

[No. 16-9/72-PHB.]

Recommendation (Sl. No. 77, Para 10.12)

The Committee understand that in some of the Telephone Directories, among general and other information given therein, information regarding Trunk Call rates is also given. The Committee would like to suggest that Government may consider the desirability of giving this information in all the Telephone directories.

Reply of Government

The Telephone Directory Standardisation Committee after due consideration has recommended the exclusion of Trunk Call Rates.

from the information pages of Telephone Directories. At present this information is being printed in some Telephone Directories on the basis of old contracts. Once the contractual obligations are over, this information is proposed to be excluded from the Directories in conformity with the recommendation of Standardisation Committee, which was accepted by the Government.

[No. 16-9/72-PHB]

CHAPTER IV

**RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF
GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE
COMMITTEE**

NIL

CHAPTER V

RECOMMENDATIONS IN RESPECT OF WHICH FINAL REPLIES OF GOVERNMENT ARE STILL AWAITED.

Recommendation of the Committee (Sl. No. 61, Para No. 8.14)

The Committee would further like to point out that in order to keep the staff constantly in touch with the latest developments in technology and sophisticated equipments, technical staff in the department should be given a refresher course after a specified years of service. The Committee note that the refresher course in about 25 subjects is already being conducted and about 4 thousand persons were imparted refresher training in 1971-72. The Committee would like this programme to be further intensified so as to cover all technical employees under this programme in a specified number of years.

Reply of Government

Refresher course are already being conducted for various categories of telecommunication staff from time to time depending upon the requirement of training in a particular field. At present there is no scheme for conducting refresher courses after a specified years of service in a particulars cadre. This case is under further examination. Regarding the intensification of refresher training for the Telecom. staff, the various refresher courses are being constantly reviewed with a view to amend the programme of refresher training and to cover all the technical employees.

[O. M. No. 15-1/72-Trg. (Pt. VIII)]

Further information called for by the Committee

Has any decision been taken about conducting of refresher courses after a specified years of service in a particular cadre? If so, the same may please be communicated.

[Lok Sabha Sectt. O. M. No. 5|22-ECI|73 dated 17.1.74]

Comments of Committee

Final decision may be communicated to the Committee.

Further reply of the Government

The case will be put up to P&T Board for their consideration. Further communication will follow in due course.

[Ministry of Communications (Indian P&T Department) O.M. No. 15-1/72 Trg. (Pt. VIII) dated 2-2-74]

NEW DELHI;

March 21, 1974.

Phalguna 30, 1895 (S)

R. K. SINHA,

Chairman,

Estimates Committee.

APPENDIX I

(Vide Reply to S. N. 31)

INDIAN POSTS & TELEGRAPHS DEPARTMENT

TELEPHONE SERVICE INSTRUCTION

PHA/A-0005; PHA/C-0001

Frequency of Maintenance, Routine in Auto Exchanges

1. *Introduction:* The frequency of maintenance routines in Auto Exchanges has been laid down in EI Telephones Auto H 6002. This instruction covers the frequency of routines for some more items of equipment & Modifications to some of the routines. The guiding factors for modifications to the routines have also been discussed.

2. *General—Modifications to Routine Frequency:* It has been pointed out in the EI referred to above that the frequencies recommended are only for guidance and that the periodicities have to be modified on the basis of detailed I, fault analysis. It had been indicated that as a rough guide the routines frequency should be modified, so that every 50 switches routined, should not reveal more than one fault. Though this may be taken as a general rough guide, in case of uniselectors and Relaysets, not more than one fault should reveal for every 100 switches routined.

The guiding factor for modifications to periodicities for tests like outlet test, EBT test etc. should be the results of the analysis of faults and the exchange performance obtained in the manual route testing.

3. *Frequency of Routines:* The routines & frequencies recommended for some items not included in the EI Telephone Auto-H 6002 are given in table I. The recommended modifications to the frequency of routines already indicated in the EI Telephones Auto-H 6002 are indicated in table II.

TABLE-I

Item	Title of Routine	Muti exchange Areas non- Director.	Single exchanges 2000 lines & above.	Single exchanges less than 2000.	Reference
I	2	3	4	5	6
Batteries	(i) Equalising charges	Quarterly	Quarterly	Quarterly	
	(ii) Test for contact plate to lining & adjacent cells	Half yearly	Half yearly	Half yearly	
Buttonski	Test	Quarterly	Quarterly	Quarterly	
Clock Master & slave	Accuracy Test	Weekly	Weekly	Weekly	
Fuse cabinet	Check	Weekly	Weekly	Weekly	
Ringine machine	Check of mercury Contacts of change over switch	Half yearly	Half yearly	Half yearly	
Group Selectors.	Outlet Test of trunk chain, SLOD/ MIOD/ Switches.	Quarterly	Quarterly	Quarterly	
	Testing of Early choice/Trunk switches SLOD/MLOD with Manual Tester or Auto Router.	Daily	Daily	Daily	
Relay acts	Testing of SLOD/MLOD	Daily	Daily	Daily	
<i>Air conditioning Plant.</i>	These instructions give only general guidance towards maintenance and where special instructions have been issued by manufacturers for maintenance of particular types of equipment these instructions should be followed.				
Compressors & its Accessories	(i) Check of Oil Level	Weekly	Weekly	Weekly	MOO2
	(ii) Check of shaft seal & cylinder head gaskets for excessive oil leakage & consequent refrigerant leakage.	Weekly	Weekly	Weekly	MOO2

	(iii) Check of belts for tension and alignment & wear & tear.	Monthly	Monthly	MOO2
	(iv) Check of pulleys and sneaves for tightness on shafts.	Monthly	Monthly	MOO2
	(v) Check of high & low pressure stats.	Monthly	Monthly	MOO4
	(vi) Check of oil failure control	Yearly	Yearly	E/I on controls,
2. Shell & Tube condensers.	(i) Recording inlet and outlet water temperatures.	Daily	Daily	MOO02
	(ii) Inspection of condenser water passes to see whether condenser seem to be blocked. (Temperature difference between I/I&O/L water temperature is less than 50 F or more than 150 F).	Monthly	Monthly	MOO06
3. Water pumping system & Cooling tower	(i) Check and cleaning of section screens, strainers, spray nozzles and water level of the cooling tower.	Daily	Daily	MOO02
	(ii) Draining out of water from water supply tank and refilling it with fresh water.	Weekly	Weekly	MOO06
	(iii) Cleaning of spray nozzles	Monthly	Monthly	MOO06
	(iv) Draining out of water from sump and make up water tank and refilling them.	Monthly	Monthly	MOO06
	(v) Check up of water distribution over coils and baffles	Monthly	Monthly	MOO06

(vi) Check up of supply and drain line fittings and valves for leakage.	Monthly	Monthly	MOOO6
(vii) Draining of water from all parts and inspection.	Half yearly	Half yearly	
(viii) Flushing out of pump and tank and check up for corrosion.	Yearly	Yearly	MOOO2
(ix) Cleaning of strainers in water piping.	Yearly	Yearly	MOOO2
(i) Cleaning of switches in plant and making rooms.	Weekly	Weekly	MOOO2
(ii) Lubrication of Motors & fan shafts and sleeve bearings.	Monthly	Monthly	MOOO2
(iii) Checking of electrical contacts of thermostats & humidistats.	Monthly	Monthly	MOOO3
(iv) Check of motor and fan shafts bearings for wear.	Yearly	Yearly	MOOO2
(v) Check up of starters & control	Yearly	Yearly	MOOO2
(vi) Lubricating greaselubricated ball bearings.	Quarterly	Quarterly	MOOO2
(i) Washing of electronic air filters.	Weekly	Weekly	MOOO2-MOOO3
(ii) Inspection of collecting plates.	Half-Yearly	Half-Yearly	If dust incidence large FOOO3.
(i) Cleaning & recharging of permanent type filters with filtre oil.	Weekly	Weekly	MOOO3/MOOO2

4. Motor, Starters & switches

5. Electronic Filters (trion-type).

6. Mechanical Filters & Air distribution system..

I	2	3	4	5	6
	(ii) Cleaning of wire mesh screen at fresh air inlet	Monthly	Monthly	Monthly	MOOO ₃ Fortnightly if electronic filter not provided.
	(iii) Inspection of drip pan, eliminators etc. in air handling unit	Quarterly	Quarterly	Quarterly	MOOO ₃
	(iv) Checking of the control instruments and mechanism associated with air distribution system.	Half-Yearly	Half-Yearly	Half-Yearly	MOOO ₂
	(v) Check up of ducts & cleaning them	Yearly	Yearly	Yearly	MOOO ₂
7. Heaters & Humidifiers.	(i) Check up of electronic heaters for burnt out elements and loose terminations.	Quarterly	Quarterly	Quarterly	MOOO ₃
	(ii) Cleaning of the humidifier fan spray nozzles and strainer.	Quarterly	Quarterly	Quarterly	MOOO ₃
	(iii) Check up of heater sections & heater supports for rust.	Yearly	Yearly	Yearly	MOOO ₃ /OOK ₂

APPENDIX II

(Vide Reply to S. No. 31)

SCHEDULE OF INSPECTIONS FOR TELEPHONE SYSTEMS

Serial No.	Item of Inspection	INSPECTION BY					
		P.M.G./G.M.T.	Director of Telegraphs/DGM	D.E.T./D.E.P.	SDO/A.E.	E.S.P's	P.I.
I	2	3	4	5	6	7	8
I Telephone Exchanges (including PBX's, PABX's, SAX's etc.)							
	(i) 3000 lines and above	Once a year	Once a year	Twice a year	Visits quarterly	SAX's once a month or once a fortnight.	..
	(ii) 500—2999 lines	"	"	Once a year	Twice a year	Others once a year.	..
	(iii) 100—499 lines	..	Visits 10% yearly.	"	"
	(iv) Below 100 lines	.	Visits to be paid whenever possible.	20 ? yearly.	Once a year
2	Subscriber's Stations, including loops (O.H. portion between D.P. and Window terminal).	Snap inspections during visits to exchanges etc.	Snap inspections during visits to exchanges etc.	Inspection 2% in Distt. & 10% in Circles (Selected stations where IN's & new lines are many).	10% every year.	50 %every year.	Twice a year

TABLE II

1	2	3	4	5	6	7	8
Group Selectors		Cleaning of banks		Half yearly	Half yearly	Half yearly	Exchanges which are not air-conditioned or where air conditioning for long duration, the cleaning of banks may be done quarterly
	Overhaul			When three Mechanical faults occur in a year.	When three Mechanical faults occur in a year.	When three Mechanical faults occur in a year.	..
	EBT Testing			Quarterly	Quarterly	Quarterly	For important and heavily used levels, the frequency may be increased.
							PHM/A-00 TSI No. PHM/C-00
							Page 7 Issue 1
				As many as possible	All in a year quarterly		Periodicity not mentioned
				Snap inspections as considered necessary to maintain efficiency			
				Snap inspections as considered necessary to maintain efficiency			

Ref. 3-1/72-PHM
dated 1-9-1972
Distribution ABEG.

3 Cable D.P's

4	Combined offices etc.	Nil	Nil	Nil	Technical inspection once a year	Once a year	..
5	Divisional Office including O/o A.O.T.R.	Once a year	Once a year	Inspection of his own office every year
6	SDO/AE's office	Nil	Nil	Once a year	Inspection of his own office once a year
7	E. S & s Office	Nil	Nil	Once a year	Twice a year
8	Trunk exchanges:						
	(1) Trunk exchanges with 20 positions and above	Once a year	Once a year	Twice a year	Quarterly
	(11) Other Trunk Exchanges with 6 trunk positions and above.	Once a year	Once a year	Once a year	Twice a year
9	Auto Manual Exchanges	Once a year	Once a year	Once a year	20 positions and above twice a year and the rest once a year
10	Telex & S.T.D. Exchanges	Twice a year	Twice a year	Twice a year	Twice a year	Quarterly	..
11	T.A.X.	Twice a year	Twice a year	Twice a year	Quarterly
12	Works sanctioned by D.G. or Higher authorities	Once a year	Once a year	As often as possible during the progress of the work (minimum twice a year).	As often as possible during the progress of the work (minimum quarterly)	All works sanctioned by SDO-quarterly	..

APPENDIX III

(Vide Reply to S. No. 44)

GOVERNMENT OF INDIA|BHARAT SARKAR

MINISTRY OF COMMUNICATIONS|SANCHAR MANTRALAYA

NOTIFICATION

No. 27|421-72-TC

NEW DELHI-110001

Dated 1st February, 1973.

SUBJECT:—*Committee for examining the billing system of Delhi Telephone District with respect of excess metering complaints.*

The Committee on Petitions (Fifth Lok Sabha) had received complaints relating to excess billing of metered calls from the subscribers of Delhi Telephone District. The Committee considered the matter at their sittings held between December 1971 and May 1972. Pursuant to the recommendations made by the Committee on Petitions in their Fourth Report to the Fifth Lok Sabha, it has now been decided to constitute a Committee to go into this matter in detail. The Committee will consist of:—

Chairman

- (1) Shri Jag Parvesh Chandra, Dy. Chairman, Metropolitan Council, Delhi.

Members

- (2) Air Vice Marshal K. A. Joseph, PVSM, I.A.F. (Retd.), C-10, Maharanj Bagh, New Delhi-10.
- (3) Dr. M. J. K. Thavaraj, Prof. & Head of the Financial Management Unit, Indian Institute of Public Admn., New Delhi.
- (4) Shri D. F. D. Joshi, DDG (MS) P&T Board, New Delhi.
- (5) Shri S. Raghavachari, DDG (A), P&T Board, New Delhi.

Member-Secretary

&

- (6) Shri Ajoy Bagchi, D. (Complaints), P&T Board, New Delhi.

2. The following will be the terms of reference of the Committee:—

- (a) To examine the billing system of the Delhi Telephone District with regard to accuracy of metered call charges included in the bills.
- (b) To examine the working of Subscriber Trunk Dialling system of the Delhi Telephone District with regard to causes of excess metering on STD calls.
- (c) To examine the procedure for investigation into complaints by subscribers of the Delhi Telephone District of excess billing of metered calls.
- (d) To recommend effective measures to remove the causes of excess billing in respect of metered calls and for quick and effective disposal of excess billing complaints.

3. The report of the Committee should be furnished within two months of its constitution.

Sd/- N. V. SHENOI,

Secy. to the Govt. of India, Ministry of Communications.

APPENDIX IV

(Vide Reply to S. No. 46)

BHARTIYA DAK TAR VIBHAG

OFFICE OF THE DAK TAR MAHANIDESHAH

(DGP&T. TR. SECTION)

No. 2-21/71-TR.

New Delhi-110001, Dtd. 24-9-1973.

To

All Heads of Circles/Telephone Districts.

SUBJECT:—*Issue of Registered Notices to defaulting subscribers—
procedure regarding.*

Under the present procedure in vogue from 1-9-1965, the defaulting subscribers are reminded on telephone regarding the outstandings and informed that the telephone would be disconnected if proof of payment is not forthcoming. The telephones of the defaulting subscribers are disconnected after seven days if proof of payment is not forthcoming by then.

2. The question of doing away with the system of telephonic reminders and reintroduction of the procedure of issue of written notices prior to withdrawal of service has been under consideration of Government for some time past. It is not considered desirable to introduce the system of registered reminders for all cases. However, it has now been decided in partial modification of the present procedure that the facility of issue of written notices may be offered to such of the subscribers as desire to avail themselves of it on payment of a charge of Rs. 1/- per notice issued. Action on the following lines will be taken to implement this decision.

(i) Wide publicity should be given to the scheme by—

(a) Advertisements in the important local Dailies;

(b) Attaching cyclostyled notices to the bills that will be issued in the next quarter.

(c) Publication in the Telephone Directories in a prominent place.

(ii) Subscribers who want to avail of this facility should be asked to apply for it in writing to the Accounts Officer for issuing the Bills. The present advertisements shall be issued by the Heads of Circles and Districts.

(iii) The Telephone Revenue Unit will maintain a register exchange-wise of the subscribers who have intimated their desire to avail of this facility. An indication "Registered Notice Subscriber" should be prominently made on the top of the front page of the relevant subscribers Record Card or in the special instruction column. In computerised system such subscribers should be indicated by a distinct code which will appear in the outstandings list. A proforma in which the register will be maintained is given at Annexure 'C'.

(iv) Payments made upto the due date of payment of bills should be posted in the registers from the subscribers Record Card soon after these are completed. In the case of those subscribers who have not paid by the due date, Registered Notices should be issued in the form prescribed therefor (Annexure 'B'). The issue of notices should be completed by the 20th to 22nd day from the date of the bill. Further 7 days should be allowed for payment counting from the date of issue of the Registered Notice.

(v) A note of the date of the notice issued should be kept in the remarks column against the bill concerned in the Subscribers Record Card, and a plus adjustment of Re. 1/- also made in the column "Bill Adjustment" for inclusion of the charge in the next Bill. In the case of major Telephone Districts where rent bills are issued by computerised process, the list of Registered reminders issued should be made out from the registers and used as an "Input document" to the computer centre for inclusion of the charge of Re. 1/- with suitable indications in the next rent bill for the telephone concerned.

(vi) After noting the payments made upto the date of expiry of the notice period, a list of defaulters from whom payments have not been received despite the written notice should be prepared and included in the disconnection list to be sent to the Exchanges.

(vii) In the case of local exchanges, the Disconnection List should show against the telephone number to be disconnected the date of issue of registered reminder and should be acted upon by the exchanges in the present manner.

(viii) In the case of outstation exchanges both in the telephone Districts and in the Telegraph Engineering Divisions where the telephonic reminder is issued not by TRA0 but by the exchanges at present, the Disconnection List should show the telephone number, name of the subscriber and the particulars of outstandings. Immediately on receipt of the list in the exchange the subscriber should be rung up and informed of the fact of non-payment allowing one day's time for payment. The subscriber should be asked to intimate particulars of payment to the exchange. If particulars of payment are not furnished by the subscriber to the exchange in time, the disconnection should be effected.

3. The time schedule as given in the Annexure A to this letter should be observed.

4. The form of the Registered Notice should be as in the Annexure-B. Payments may be accepted thereon in case the original bill could not be produced by the subscriber. Where this cannot be arranged, for example in the computerised billing systems, the subscriber may be directed to collect a copy of the bill from the Accounts Officer, Telephone Revenue's Office, if necessary.

5. The Heads of Circles/Telephone Districts will frame suitable local procedure to be followed by all concerned in order to implement the above arrangement. In the case of Telephone Districts and Telephone Divisions arrangements for payment of bills after the due date may be provided for in such a manner as to make the procedure of verification of payment upto the last date shown in the notice prompt and smooth. One method would be to restrict payment of bills after the due date to the cash counters in the District/Divisional Telephone Revenue Office. They should also decide upon a convenient date from which the new arrangement should take effect. Any case, this arrangement should take effect from the bills issued from 1st November, 1973 at the latest.

6. A report about the introduction of the facility and date of implementation may be sent latest by 15th November, 1973.

Sd/- S. RAGHAVACHARI,
Deputy Director General (A).

Encl: Annexure A, B & C.

Copy to all Divisional Engineers, Telephones and Telegraphs.

Sd/- S. RAGHAVACHARI,
Deputy Director General (A).

ANNEXURE A**Time Schedule to be observed for Issue of Registered Notices and disconnection List in the event of non-payment.****Bills dated (Say) Ist.**

1. Due Date of Payment. 16th.
2. Date of receipt in TRA. of payments for the 16th and noting in Subscribers Record Card. . . 20th.
3. Issue of Registered Notices. 21st—23rd.
4. Further Time allowed for payment. Upto 28th-29th.
5. Date of receipt in TRA. of Payments made 28th 29th and noting in Subscribers Record Cards. 30th—3rd of the following month.
6. Date of issue of Disconnection List 31st—3rd of the following month.
7. Reminding on telephone in case of outstation exchanges. 1st —4th of the following month.
8. Date of disconnection 1st—5th of the following month.

The processes from 3 to 6 should be progressively/concurrently gone through in the TRA0 and concluded for each exchange as and when ready without being held up for completion of work on other exchanges which may be under process.

(2-21|71-TR).

ANNEXURE B**By Registered Post.**

From

The Accounts Officer,

To

No. _____

Dated. _____

SUBJECT: Outstanding Consolidated|Rent|Trunk Call Bills—Telephone No. _____
Disconnection Notices.

We have not as yet received intimation of payment of the under-mentioned Telephone Bills against your telephone No.....It is requested that the bills may kindly be paid positively within seven days from the date of issue of this notice. If the original bill(s) is/are not available with you the payment may be made in this office on presentation of this notice. If so desired, duplicate copy/copies of the original bills will be supplied to you, subsequently.

Note : This should be modified in the major Telephone Distr. to suit the computerised System.

2. In case payment has already been made. Kindly, intimate the particulars of payment viz. office and date of payment, Receipt No. and amount paid, by return post or to.....on Telephone No.

3. Should you overlook to settle this bill, we shall be obliged to withdraw the service. Kindly co-operate in avoiding this contingency.

4. This notice is being issued in accordance with your standing instructions and a fee of Re. 1/- therefor will be included in the next Consolidated Rent Bill.

5. Soliciting your co-operation in the efficient maintenance of the telephone service and assuring you of our best attention at all times.

Yours faithfully,
For Accounts Officer.

Sl. No.	Type Bill No. (Rent/Trunk)	Date	Period of bill	Amount	Not paid till

Special Register of subscribers who are to be issued registered Notice before withdrawal of service for non-payment of bills

(Vide D. G. P & T. letter No. 2-21/71-TR dated)

[illegible]

NOTE.—Against each telephone, there should be enough Cols. to accommodate bills for a year.

APPENDIX V

(Vide Reply to S. No. 52-53)

COPY

High Priority

INDIAN POSTS AND TELEGRAPHS DEPARTMENT

OFFICE OF THE DIRECTOR GENERAL OF POSTS & TELEGRAPHS

No. 4-5/73-TR.

Dated, New Delhi-1, 22nd June, 1973.

To

All Heads of Circles
Telephone Districts (by name)

SUBJECT: *Special drive for liquidation of Telephone Revenue arrears.*

It is seen that despite the instructions issued in the past, the arrears outstanding more than three months old continue to be very heavy and are at present of the order of about Rs. 7 crores for the entire Department. Very little progress has been noticed in clearance of the old arrears.

2. As you are aware, Minister has stressed in the recent conference of Heads of Circles that they should analyse the arrears into Central Government, State Government, Defence, Private and also, in respect of closed connections, how many of them are pending in law courts, liquidation proceedings and so on with a view to make the drive realistic and effective and he has directed that and all out attempt should be made to clear old outstandings. The drive should be with reference to the outstandings in respect of bills issued upto March 1973, with more emphasis being best-owed on the arrears upto 31st March, 1972.

3. While Heads of Circles will no doubt take all possible steps appropriate to the local situations in each Division/District, the following broad lines of action are suggested. These being suggestions for action, it is open to the Heads of Circles to devise any other more effective methods in particular cases.

(a) Working connections:

(1) All billing complaints and cases of disputed bills may be attended to promptly to avoid accumulation of outstandings due to pending complaints; and

(2) Consolidated bills should be prepared covering all the past arrears upto 31st March, 1972 with full details and sent to the concerned subscribers (Government as well as others) by Regd. post giving one month's time for payment. If there are bills for subsequent period in respect of these cases, they should also be included in such reminders. After expiry of the period, if payment is not forthcoming the line should be disconnected in the usual manner.

(b) For current dues that is in respect of bills issued in April, 1972 onwards:

The TRAO should have taken action to disconnect the lines where bills remain unpaid. The position in respect of each Division|Exchange should be examined by the IFA and Head of Circle and any hesitancy on the part of Divisional or Subordinate officers to follow the instructions regarding disconnection in the event of non-payment of bills, should be taken serious notice of. It may be mentioned that by timely withdrawal of service in cases of default, it should be possible to achieve a collection efficiency of over 90 per cent in three months from the date of issue of the bills and what is left unrealised would be mostly in respect of closed connections barring the telephones of exempted categories.

(c) MP's Telephones:

In the case of outstandings against MPs, polite letters may be written personally by the Head of Circle to the concerned MP bringing the position of outstandings to his notice followed by a reminder if payment is not received within one month. Cases of continued non-payment should be reported to this office with full particulars of outstandings and details of action taken.

(d) Exempted category cases:

In the case of outstanding in respect of telephones (whether closed or working) of the exempted category, the matter should be taken up with the respective paying authority. Apart from this, personal contact should be established with the concerned Government Departments|officers at appropriate level, with a view to realising the dues expeditiously. With a proper approach there should be no difficulty in this regard.

Central or State Government telephones are also liable for disconnection and this should be enforced. In the matter of recovery of dues, the IFA may take it up at the appropriate level.

(e) *Closed connections:*

(i) Government (Central and State):—

Registered reminders should be issued to the concerned Departments/officers covering all outstandings in respect of closed connections and followed up by personal level contacts. All out efforts should be made to realise the dues.

(ii) *Private connections:*

The cases of defaulters of private closed connections having outstandings of over Rs. 2,000 in each case (each defaulter) should receive more attention and efforts intensified for realising the dues. Efforts taken to realise the dues within a reasonable period after the telephone is closed will yield better results. Cases which are considered irrecoverable should be processed for write-off as soon as it becomes clear that the dues are irrecoverable.

4. A monthly report regarding the progress may be sent by the 15th of the following month. Finally a statement of the amounts, if any, remaining unrealised should be furnished by 15th January, 1974 in the enclosed proforma I with reasons for non-recovery. Reports from Divisions should be obtained in duplicate and one copy attached to the Circle report to this Directorate.

5. In addition to taking action as indicated above, Heads of Circles/Districts may arrange for a review to be made by IFA every month to assess the collection efficiency in respect of current bills as shown in proforma II. It should also be ensured that such a review is also made at the Divisional level.

6. A copy of this memo is being endorsed to the Divisions.

Sd/- S. RAGHAVACHARI,
Dy. Director General (A|cs.).

Encls: B

Statement of outstanding in respect of Bills issued upto 31-3-1973 remaining unrealised at end of 31-10-1973

(Amount in thousands of Rs.)

Year	Amount billed in the year	Amount O/S on 1-4-73	Amount O/S on 30-6-73	Break up of amount outstanding							Private	
				State Govt.		Central	Govt.	Others	Exempted category	Defence	Working phones	Closed phones
				Exempted category	Others							
1	2	3	4	5	6	7	8	9	10	11		
Upto	60-61											
	61-62											
	62-63											
	63-64											
	64-65											
	& so on											
	71-72											
Total												
	upto 71-72											
	72-73											
Grand total												

II. Break-up of private closed (cell. II)

- (a) Cases in which courts have decreed but decree execution is pending
- (b) Case filed in court but decision awaited

No. Amount

BHARAT SARKAR
SANCHAR MANTRALAYA
(DAK TAR BHAVAN)
TR Section

No. 2-41/73-TR.

New Delhi-110001, 18 Sept., 1973.

To

The Chief Secretaries of All State Governments.

The Registrars of High Courts of States.

Lt. Governors of Union Territories.

The Secretaries of all the Ministries/Departments of the Government of India.

SUBJECT:—Payment of bills for Government subscribers' Telephones.

The Estimates Committee (V Lok Sabha) while commenting on the persistent arrears of telephone revenue, in their 41st Report, presented to the Lok Sabha in April 1973, have observed:

“...It is indeed a matter of great concern that the Government Departments are not alive to their responsibilities to clear the dues. The Committee feel that a decision should be taken at a high level and suitable directives be issued to clear off the arrears. In the case of State Governments the matter should be taken at the highest level so that the pointed attention is drawn to the settlement of the problem.....”

2. The State and Central Government Departments are aware that Telephone bills are payable within 15 days from the date of bills. Collection of bills forms an important part of the financial business of the Telephone Administration. In case of default in payment within the due date, the telephone(s) of the defaulting subscribers become liable for disconnection without notice under Rule 443 of the Indian Telegraph Rules. However, before actually disconnecting the telephones) of the defaulting subscribers, a

telephonic reminder is given on the telephone concerned about non-payment. A week's time is further allowed for payment and if payment is not made even after the reminder, the telephone service on the defaulting number is withdrawn pending payment of the bill outstanding.

3. In this regard, no distinction is made between Private & Government connections and telephones of both Government as also Private Subscribers are treated at par in the matter of disconnection for non-payment. An exception is, however, made in the case of certain telephones as mentioned in the list given Annexure 'A' to this letter. The telephones of all Central and State Government Departments/Officers excepting those specifically exempted are, therefore, liable to be disconnected, if bills are not paid in time.

4. With a view to facilitating prompt settlement of telephone bills by Government Departments/subscribers and thereby avoiding the contingency of Government telephones having to be disconnected for non-payment, the Ministry of Finance and Comptroller & Auditor-General of India had agreed that *all Government subscribers will settle the Telephone bills provisionally in full on receipt within the prescribed period of 15 days from the date of the bill subject to discrepancies, if any, being settled later.* These instructions were circulated in April 1965. A copy of the Government of India, Department of Communications, P&T. Board, Office Memo No. 28-23/63-TR(Pt.) dated 26-4-65 addressed to all State Governments is, however, again enclosed for ready reference.

5. In view of the above mentioned facility having been provided to the Government Offices, there should be no difficulty on the part of the Government Departments/Officers to promptly pay the telephone bills. It is, however, seen that the bills are still not being settled promptly by certain Government Departments, with the result that there are heavy outstandings against Government subscribers.

6. Requests for extension of time for settlement of bills and postponement of disconnection for non-payment can be made locally in individual cases to the Accounts Officers who issue bills and/or through the Divisional Engineers in-charge of the exchanges in cases where there are any specific difficulties. The Divisional Engineers will take into account the circumstances and give due consideration for deferment of disconnections, allowing a reasonable time for settlement of dues.

7. I would request that as a standing arrangement a senior officer of the Secretariat may be nominated by the Chief Secretary of the

State Government/Secretary, Ministry|Department of the Government of India, to whom the P&T. Departmental officers, namely, Chief Accounts Officers or Directors in the Office of the Postmaster-General or Managers, Telephone Districts of the concerned Telephone Accounting Circles or the Divisional Engineers should look forward for assistance in regard to settlement of dues which could not be settled by the departmental officers in the normal course.

8. It is requested that suitable instructions may kindly be issued to all concerned reiterating the need for expeditious settlement of telephone bills. Particulars of the Officers nominated for liaison work may kindly be intimated.

Sd/- N. V. SHENOI
Secretary.

Copy to:—

1. All Postmasters-General.
2. All General Manager Telephones.
3. All District Managers, Telephones.
4. The Director, Post & Telegraphs, J. & K. Circle, Kashmir.
5. The Internal Financial Advisers of all Circles/Districts.

for information and necessary action. The Heads of Circles/Districts will please follow up with the State Governments where necessary for nomination of a Liaison Officer as intended in para 7 above and endeavour to clear off the old outstandings.

Sd/- S. RAGHAVACHARI
Dy. Director General (A)

*High Government officials whose telephones are exempted from
Disconnection*

-
1. President of India (including Telephones in Rashtrapati Bhavan).
 2. Vice President of India, Prime Minister and All Heads of Part A & B States.
 3. All Ministers, Deputy Ministers of Govt. of India & all Chief Ministers and Ministers in State Government.
 4. All Secretaries to the Govt. of India and State Government.
 5. Honourable Chief Justice, Supreme Court of India.
 6. Honourable Judges of Supreme Court of India.
 7. Honourable Chief Justice, High Courts.

8. Honourable Judges, High Courts.
9. Registrars of State High Courts.
10. Chief Executive Councillor of Delhi.
11. Govt. Deputy Chief Whip (R. S.) (I. C. C.)
12. Govt. Deputy Chief Whip (Lok Sabha).
13. Govt. Deputy Chief Whip (Rajya Sabha).
14. Govt. Deputy Chief Whip Incharge Assurances.
15. Chairman (Shri Justice A. K. Sarkar) of the Commission of Inquiry of Large Industrial Houses.
16. Speaker of the Lok Sabha.
17. Chairman Rajya Sabha.
18. Speaker State Legislative Assembly.
19. Chairman Legislative Council.
20. Chairman Regional Committee.
21. Lokayukta, Maharashtra Government.
22. Commissioners in State Secretariats.

[No. 2-41/73-TR]

Enclosure to Proforma II to

Appendix V

(COPY)

No. 23|23|63-TR(Pt.)

GOVERNMENT OF INDIA

DEPARTMENT OF COMMUNICATIONS

(P. & T. Board)

Dated, ND, the 26th April, 1965.

OFFICE MEMORANDUM

SUBJECT:—*Expedition settlement of telephone bills issued by the P. & T. Department against Government Subscribers.*

While examining the accounts of the P. & T. Department for the year 1961-62, the Public Accounts Committee adversely commented upon the accumulation of huge amounts of arrears outstanding against Govt. subscribers due to non-payment of telephone bills by them. The total amount of telephone revenue awaiting collection from the Govt. subscribers on 1-7-62 in respect of bills issued

upto 31-3-62 was Rs. 1.38 crores. This amount has since gone upto Rs. 2.45 crores on 1-7-64 for bills issued upto 31-3-64. The Committee recommended that it should be examined whether Government Departments should not settle the bills from the P. & T. provisionally in full on receipt, subject to discrepancies being settled later.

2. Pursuant to the above recommendation of the P.A.C. the whole position has been examined in detail. The Indian Telegraph Rules provide that a subscriber should pay the charges for installation or the rent for a telephone connection or similar service for such periods and at such times as may be prescribed by the Telegraph Authority. Under orders issued thereunder by the DGP&T. a subscriber is required to pay the amount of a bill within the 15 days from the date of issue of the bill failing which the telephone service can be disconnected without notice. The aforesaid provision was brought to the notice of all Central Governments *vide* DGP&T. letter No. 2-3/60-TR dated 29-2-60. The aforesaid provision is also printed on the telephone bill itself presented to the subscribers. However, experience shows that the bills are still not being settled promptly by Government Departments for one reason or the other resulting in huge accumulation of outstandings. The Government subscribers were not usually disconnected in the past to avoid inconvenience to them but that does not mean that the settlement of telephone bills should be unduly delayed. It may be mentioned that recently instructions have been issued to all subordinate Units to enforce strictly the provision for disconnection of telephones even of Government Subscribers in case of non-payment of bills within the prescribed period.

3. After detailed examination of the whole position, it has now been decided that all Government subscribers will settle the Telephone Bills provisionally in full on receipt within the prescribed period of 15 days from date of the bill subject to discrepancies, if any, being settled later. In order that the bills are not held up for want of the budget provision, every paying unit may please ensure that the adequate provision towards payment of telephone bills is made in their budget. The charges on account of private calls should be recovered from the officers concerned and such recoveries treated as abatement of charges if made in the course of the year to which they relate, but they should be credited to revenue as miscellaneous receipts, if made after the close of the year. In any case the recovery of such charges from the officers should not hold up payment of the telephone bills.

4. It is hoped that the Ministries of the Central Government/ State Government would co-operate in implementing the above

orders necessary adjustment, if any, due to discrepancies etc. can always be made later. All concerned may be informed accordingly. It may also be brought to the notice of all concerned that the P&T. Department is stopping the present practice of sending reminders and telephones will be liable to disconnection without notice, after 15 days of presentation of the telephone bills.

5. This issues with the concurrence of the Ministry of Finance & Comptroller & Auditor-General of India.

Sd/- S. K. KANJILAL,
Member (Telecom. Oprns.)

To

All State Governments; and

All Ministries of Central Government.

Copy to the Comptroller & Auditor-General of India with reference to his U.O. No. 3014-Tech. Admn. L/183-64 dated 27th October 64. It is requested that all offices under him may be informed accordingly.

Sd/- Member (T.O.)

APPENDIX VI

Copy of letter No. 6-66/72-PHA from D.G.P.&T., New Delhi to All Heads of Circles & Telephone Districts (Excluding Director Postal Services, New Delhi) dated 5th Dec., 72

SUBJECT:—Telephone Advisory Committees—Holding Meeting thereof.

According to existing instructions (this office circular letter No. 6-10/71-PHA, dated 24-9-71) Telephone Advisory Committee meetings should be held atleast once over six months, but there would be no objection to holding meetings at more frequent intervals. It has now been decided that T.A.C. meetings should be held at least once a quarter even if there are no connections to be given. Other matters such as efficiency of the telephone service, may be discussed in these meetings.

Kindly acknowledge receipt.

Sd/- H. C. MATHUR,
Director of Telephones (E).

APPENDIX VII

(Vide Introduction)

Analysis of the action taken by the Government of the recommendations contained in the Forty-first Report of Estimates Committee (Fifth Lok Sabha.)

I. Total number of recommendations	77
II. Recommendations which have been accepted by Government (<i>Vide</i> recommendations at Sl. No. 1, 2, 4, 8, 9, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 62, 63, 64, 65, 66, 67, 68, 70, 71, 72, 73, 75, and 76.	
Number	66
Percentage to total	85.7
III. Recommendations which the Committee do not desire to pursue in view of the Government's replies (<i>Vide</i> recommendations at Sl. Nos. 3, 5, 6, 7, 11, 35, 46, 69, 74, and 77.	
Number	10
Percentage to total	13
IV. Recommendations in respect of which final replies of Government are still awaited (<i>Vide</i> recommendation at Sl. No. 61)	
Number	1
Percentage	1.3