

# **COMMITTEE ON PUBLIC UNDERTAKINGS (1982-83)**

**(SEVENTH LOK SABHA)**

## **FIFTY-SIXTH REPORT**

**Action taken by Government on the recommendations contained in the Thirty-eighth Report of the Committee on Public Undertakings (Seventh Lok Sabha)**

**ON**

**INDIAN TELEPHONE INDUSTRIES LTD.—  
RESEARCH & DEVELOPMENT AND NEW  
PROJECTS**

**(MINISTRY OF COMMUNICATIONS)**

*Presented to Lok Sabha on.....*

*Laid in Rajya Sabha on.....*



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# Corrigenda

to

The Fifty-sixth Action Taken Report of CPU  
(7 L.S.) on Indian Telephone Industries Ltd.  
Research and Development and New Projects,

<u>Page</u>	<u>Para</u>	<u>Line</u>	<u>For</u>	<u>Read</u>
2	5	3 from bottom	observes	observers
6	-	1	absencuse	absence
6	-	13	Add the word 'out after the word 'even'	
9	-	27 (Reply of Govt.)	Add the word 'of' after the word 'thereof'	
10	-	11	multiplexing	multiplexing
10	-	5 from bottom	establifished	established
13	-	12	mittee that there is a great need for coordi- nation for telecommuni-	strides in building up indigenous infrastructure for professio- nal
13	-	16	oide	oxide
13	-	24	ned	need

# CONTENTS

	PAGE
COMPOSITION OF THE COMMITTEE . . . . .	(iii)
COMPOSITION OF SUB-COMMITTEE ON ACTION TAKEN . . . . .	(v)
INTRODUCTION . . . . .	(vii)
I. Report . . . . .	1
II. Recommendations that have been accepted by Government . . . . .	4
III. Recommendations which the Committee do not desire to pursue in view of Government's replies . . . . .	15
IV. Recommendations in respect of which replies of Government have not been accepted by the Committee . . . . .	16
V. Recommendations in respect of which final replies of Government are still awaited . . . . .	17
APPENDIX	
Analysis of action taken by Government on the recommendations contained in the Thirty-Eighth Report of the Committee on Public Undertakings (Seventh Lok Sabha) . . . . .	18

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**(1982-83)**

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9. Shri Syed Sibtey Razi

## INTRODUCTION

I, the Chairman, Committee on Public Undertakings having been authorised by the Committee to submit the Report on their behalf, present this 56th Report on Action Taken by Government on the recommendations contained in the 38th Report of the Committee on Public Undertakings (Seventh Lok Sabha) on Indian Telephone Industries Ltd.—Research and Development and New Projects.

2. The 38th Report of the Committee on Public Undertakings was presented to Lok Sabha on 15 April, 1982. Replies of Government to all the recommendations contained in the Report were received by 5 November 1982. The replies of Government were considered by the Action Taken Sub-Committee of the Committee on Public Undertakings on 15 February, 1983. The Report was finally adopted by the Committee on Public Undertakings on 22 February, 1983.

3. An analysis of the action taken by Government on the recommendations contained in the 38th Report (1981-82) of the Committee is given in Appendix.

NEW DELHI;  
February 24, 1983  
Phalguna 5, 1904 (Saka)

MADHUSUDAN VAIRALE,  
Chairman,  
Committee on Public Undertakings.

## CHAPTER I

### REPORT

The Report of the Committee deals with the action taken by Government on the recommendations contained in the Thirty-eight Report (Seventh Lok Sabha) of the Committee on Public Undertakings on Indian Telephone Industries Ltd.—Research & Development and New Projects which was presented to Lok Sabha on 15 April, 1982.

2. Action Taken notes have been received from Government in respect of all the 12 recommendations contained in the Report. These have been categorised as follows:—

- (i) Recommendations/observations that have been accepted by Government.

Serial Nos. 1, 2, 4, 5, 6, 7, 8, 9, 10, 11 and 12.

- (ii) Recommendations/observations in respect of which replies of Government have not been accepted by the Committee.

Serial No. 3.

The Committee will now deal with the action taken by Government on some of their recommendations.

#### *A. Free local calls to compensate for wrong numbers*

##### **Recommendation Sl. No. 3 (Para 3, Part II)**

3. Commenting upon the unsatisfactory telephone service, the Committee had *inter-alia* suggested that the question of increasing the free local calls allowed to the subscriber to compensate for getting wrong numbers should be considered for appropriate relief to the subscriber.

4. In their reply the Ministry have stated that “the matter has since been considered. It has been reported by the P&T Department that it is not practicable and realistic to assess the number of wrong calls made by a Subscriber. Moreover, detailed examination has shown that the incidence of wrong calls in any network



is very small. The Estimates Committee in their report had worked out about Rs. 25 lakhs revenue due to wrong calls per annum for about 27 lakh subscribers of the P&T. This works out to be less than one rupee per subscriber per annum."

5. The Committee regret to note that the replies furnished by the Ministry regarding the revenue earned due to wrong calls does not present a correct picture. The amount of Rs. 25 lakhs revenue per annum to P&T Department due to wrong calls was not worked out by the Estimates Committee as stated by the Ministry but was furnished to them by the P&T Department based on survey by observation teams of the Department. The Estimates Committee in their 11th Report (1981-82) had observed that the present system to make survey of failure rate and wrong calls rate through departmental units could not inspire confidence as the tendency on the part of departmental officers to underplay these phenomena could not be ruled out. The Committee desire that sample surveys in these matters should be carried out through outside officers and officers not in active service of the Department. In their 26th Action Taken Report, the Estimates Committee again reiterated that however efficient the departmental agencies may be their observations could not inspire confidence unless these were supported by the reports of independent observers from outside the Telephone Department. The Committee on Public Undertakings are sorry to note that the P&T Department instead of arranging an independent survey, as suggested by the Estimates Committee, have reported that 'it is not practicable and realistic to assess the number of wrong calls by a subscriber'. The Committee would stress that sample surveys be got conducted from independent observers and thereafter, if necessary the question of providing appropriate relief to the consumers to compensate them for getting wrong numbers be considered.

### *B. Manufacture of Electronic Switching Systems*

#### **Recommendation (Serial No. 10, Para 10, Part II)**

6. The ITI were of the view that facilities for manufacture of large electronic switching systems should be established under it to replace the products of obsolete technology manufactured in its Bangalore Complex. The Ministry had, however, proposed that the first factory of this kind should be under a separate corporate entity. Having regard to the need to rehabilitate the employees of ITI with the phasing out of manufacture of obsolete equipment,

the Committee suggested that adequate facilities for the manufacture of electronic switching systems should be established in the ITI early.

7. In their reply, the Ministry have stated that they submitted the proposal of ITI for manufacture of 5 lakh equivalent lines of Electronic Digital exchange equipment at Bangalore to the Public Investment Board. The Public Investment Board recommended the proposal to the Cabinet Committee on Economic Affairs. The Cabinet/Cabinet Committee on Economic Affairs approved this proposal but decided that the location of the proposed factory should be Gonda in Uttar Pradesh instead of Bangalore. ITI was taking expeditious action to implement the decision of the Government in this regard. The Ministry have also stated that as per the Feasibility Report prepared it was proposed to taper off the production of stronger equipment at Bangalore from the year 1986-87. However, in view of the decision taken by the Cabinet to locate the Electronic factory at Gonda, and the continued requirements of spares, the tapering off of strowger equipment production at Bangalore might have to be reviewed. The rehabilitation of the employees of ITI Bangalore with the phasing out of manufacture of the obsolete equipment, would be considered at the appropriate time.

8. The Committee feel that the modernisation of switching system should not be unduly delayed and that the manufacture of the obsolete strowger equipment should be phased out early taking steps to rehabilitate the employees of the ITI at the Bangalore Complex.

## **CHAPTER II**

### **RECOMMENDATIONS THAT HAVE BEEN ACCEPTED BY GOVERNMENT**

#### **Recommendation (Serial No. 1—Para II)**

The telephone system in the country has rightly come in for criticism from several quarters. The phenomenon of dead telephones, wrong calls, crosstalks and other disturbances not to speak of overbilling, is a common occurrence. The system seems to have deteriorated steadily. It was in this context the Committee reviewed the quality of the products of I.T.I. and its R & D activities as well as new projects to upgrade the technology.

#### **Reply of the Government**

Faults and service failures like dead telephones, wrong calls, crosstalks and other disturbances do occur in the Indian Telephone System as in any other network the world over. It is, however, probably true that the faults and service failures on the Indian Telephone System particularly in some cities and towns and in most rural areas are comparatively more frequent than in a developed country. The major factors responsible for the lapses are—

Heavy telephone traffic resulting in congestion in the equipment, inadequate indigenous production capacity in regard to telecommunication equipment, inadequate quality control measures in ITI, inadequacies in the external, plant, unreliable power supply in most of the States in the country, non-contemporaneous technology.

Ministry of Communications/P&T Department is taking corrective measures like increase in indigenous production capacity of telecom. equipment, implementation of the recommendations made by experts on the system of quality control in ITI, introduction of gas pressurisation for Primary and Secondary Cables and increased usage of jelly-filled cables for the distribution of cable network and bringing in modern state of art in the production technology in ITI

by way of foreign collaboration, for effecting improvement in the telephone services in the country.

[Ministry of Communications O.M. No. U. 54012/4/82-FAC.  
dated 5th November, 1962].

### **Recommendation (Serial No. 2—Part II)**

According to the ITI the faults in the system are not solely due to equipment and those which can be attributed to equipment alone, mostly relate to technological deficiencies and not to any manufacturing defect. The Communications Secretary, however, is not in a position to aver that there are no manufacturing defects in switching equipment, telephone instrument and transmission equipment, which are part of telecommunication system in the country. The Committee have been informed by him that although the P & T Department subjects the supplies of the ITI to "acceptance test" it had to willy-nilly accept sub-standard supplies in order to adhere to targets of new telephone connections. Nevertheless, the rate of rejection as reported to the Committee is fairly high. The Secretary further stated that in case the laid-down specifications are rigidly enforced by the Department, much of the equipment will have to be rejected. Of the defects in the telephone system, 60 per cent is reported to be accounted for by cable faults, 15 to 20 per cent by the faulty telephone instruments, 10 per cent by the faults in switching equipment and the rest by a variety of other factors including the human element. There is no doubt that the production, engineering and quality control in the ITI are not sound. This calls for concerted R&D effort to make improvements in coordination with the TRC. Further the ITI should regulate its production so as to even out its supplies throughout the year rather than rush them largely during the last quarter as is reportedly happening now.

### **Reply of the Government**

The major reasons for faults in the telephone system have been indicated in our reply to Recommendation No. 1. With a view to improving the production methods, engineering and quality control in ITI, modern mass production methods and latest techniques in production, and engineering are being acquired through proposals for collaborative manufacture of a number of types of telecommunication equipment. The quality of telephone instruments has suffered partly due to the pressure on ITI from other Government agencies to use indigenous components and raw materials which are not of the required quality and partly due to inadequate quality control at different stages of production in ITI. The main handicap in making

products of an acceptable quality is the absence of a good indigenous components base. ITI has, most of the time, to obtain substitutes indigenously and in many cases at short notice to keep to their production programmes. The answer to the problem is the establishment of an indigenous components base for Electronic and other items. The matter is being taken-up with the Department of Electronics in this regard. Nevertheless P & T Department is taking steps to ensure that the components and raw materials will be type approved by them with effective inspection procedures.

2. Regarding observation of the Committee that ITI should regulate its production so as to even out its supplies throughout the year rather than rush them largely during the last quarter, efforts are being made by ITI to even its production during the year.

[Ministry of Communications O.M. No. U. 54012/4/82-FAC.  
dated 5th November, 1982].

#### **Recommendation (Serial No. 4—Part II)**

In 1972 a High Level Experts Committee under the Chairmanship of Prof. M.G.K. Menon was appointed to review the research and development work in the field of telecommunications. The Experts Committee was expected to submit its report by 30th September, 1972. Unfortunately it took more than 5 years and submitted its report only in January 1978. The follow-up action on the report also seems tardy. Thus a beginning towards comprehensive improvements in the system and upgrading of technology was badly delayed. The Committee desire that the Ministry should ensure that such follow-up action as is still pending is taken expeditiously and that there are no constraints in implementing the accepted suggestions of the Menon Committee.

#### **Reply of the Government**

A number of accepted recommendations of the Menon Committee have been implemented and others are in the process of implementation. As desired by the Committee expeditious follow up action will be taken by the Ministry for implementation of the remaining accepted recommendations of the Menon Committee.

[Ministry of Communications O.M. No. U. 54012/4/82-FAC.  
dated 5th November, 1982].

### **Recommendation (Serial No. 5—Part II)**

The strowger switching system is an old system imported from ATE, U.K. in 1948. Over the years some import substitution is reported to have taken place and the performance of the indigenous materials and components was worse than what was originally imported. A Standing Committee for Improvement of the Strowger System was constituted in 1974. Although according to the ITI, with the implementation of the recommendations of the Standing Committee the technology of the system is better than what was imported, all that the Communications Secretary could say was that the quality of the indigenous materials and components has improved. The Committee trust that the Standing Committee would take note of this observation and direct their further efforts to achieving better results as per international standards so long as the strowger system continues in the country.

### **Reply of the Government**

The Standing Committee for improvement of the strowger system basically deals with the improvement of the circuitry, reduction in the large variety of Strowger circuits and improvement/simplification of a few specific piece parts. It did not concern itself with either improved production methods or better quality control other than those which will come automatically with simplification and reduction of circuits, etc. ITI have been instructed to put in efforts to maintain the quality and standards which they had obtained on the basis of know-how transfer from the Collaborator and not dilute it either with sub-standards inputs in terms of raw materials or by inadequate quality control in the production processes.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 6—Part II)**

The technology of cross-bar switching system imported from BTM, Belgium in 1964 was found unsuitable to Indian conditions. The collaborator having failed to rectify the deficiencies in time, a task force was set up in 1971 which finally reported in 1974. Despite the ITI's claim that the problems have been fully solved, the Committee received an impression after hearing the representatives of Ministry of Communications that though the system is now less faulty it is not quite satisfactory. As the manufacture of the

system would continue alongside the Indian crossbar system which was developed by the P&T and the ITI and which would go into production in 1982-83, the Committee desire that attempts should be made to make the system foolproof.

### **Reply of the Government**

Task Force set up in 1971 had made a number of recommendations, which were in the nature of priority solutions to problems which should be tackled immediately and introduced in current manufacture of ITI. These recommendations were implemented in regular production and Crossbar exchange equipment being supplied from the Bangalore factory. The modifications already incorporated have greatly reduced the fault liability and improved reliability. However, further improvements were necessary and these were worked out by P&T and ITI under the Indian Crossbar Project. The need for supply of systems to Task Force recommendations arises from the requirements of extensions to exchanges already working within the system. There is no better way to improve this system and make it foolproof than to changeover to ICP system but then this would not meet the requirements of extensions. It has to be appreciated that there are limitations to improving a switching system with a given equipment configuration. It has however been decided to limit the supply of fresh equipment to Task Force status by ITI and use ICP System to the maximum extent possible.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 7—Part II)**

The Committee understand that in order to productionise the Indian cross-bar system, the ITI is entering into an agreement with the BTM of Belgium. The Committee, taking note of the unhappy past experience with the foreign collaborator, wish to caution that adequate care should be taken to see that the ITI or the P&T Department does not run into any difficulty. The agreement to be entered into with the collaborator should provide for suitable safeguards in this regard.

### **Reply of the Government**

Indian Crossbar Project system was developed by P&T and ITI to overcome the known deficiencies of the existing BTM Crossbar

systems to suit the Indian conditions. Accordingly in the case of the agreement with M/s. BTM, overall systems responsibility rests with P&T/ITI. BTM is responsible only to provide certain improved processes and machines/tools besides supply of SKD/CKD materials to facilitate training of local personnel during the build up period.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 8—Part II)**

It is pity that during the last more than 30 years the ITI could not perfect even the telephone instrument. The latest design (677) with the Japanese dial, though an improvement over the present design (671), is not reportedly free from some major defects associated with the receiver and the transmitter. A decision taken in December 1977 to import know-how for the manufacture of telephone is yet to be carried out. The Committee would urge that there should be no further delay in the import of technology, which seems inevitable.

### **Reply of the Government**

The latest model of telephone instrument viz. 677 type developed by ITI is an improved version of their earlier model and a number of improvements have been made in this model. With a view to improving the production processes for manufacture of telephone instruments, the import of technology is necessary. The proposal received from ITI for setting up manufacturing capacity for 10 lakh telephone instruments and 15 lakh important components thereof modern state-of-the-art with foreign collaboration, has since been approved by the Public Investment Board and expeditious action is being taken to get the approval of the Cabinet Committee on Economic Affairs.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 9—Part II)**

With the rapid change in technology there is regrettably a gap of at least a decade between our country and abroad. Limited resources of R&D, unreliability of components and sub-systems and lack of product engineering expertise are reported to have hindered



our development. ITI, however, seems confident of replacing most of its product lines by entirely modern and reliable ones within the next 5-6 years' time provided its products and collaboration proposals are cleared speedily. The Committee trust that the Ministry would approach this task with a sense of urgency that it deserves.

### **Reply of the Government**

The Ministry of Communications is taking expeditious action in co-ordination with other agencies of the Government to get approvals for collaboration for manufacture of different telecommunication equipments such as telephone instruments, FDM/PCM multiplexing transmission equipment, multiaccess concentrator type rural radio system and end links etc. With a view to bringing Digital Electronic Switching technology to Indian P&T network, the Government have recently approved the proposal for setting up manufacturing capacity for 5 lakh lines of Digital Electronic Switching Equipment under ITI in collaboration with a French firm. Agreements have been signed between P&T & M/s. CIT Alcatel for R&D assistance and a Memorandum of Understanding has been signed between T.R.C. of the P&T Department and its counterpart organisation, CNET of the French Telecom Administration for Research & Development programmes. Proposals for collaborative manufacture of Electronic Telex, Digital Microwave Transmission Equipment etc. are under active consideration.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 10—Part II)**

The ITI are of the view that facilities for manufacture of large electronic switching systems should be established under it to replace the products of obsolete technology manufactured in its Bangalore Complex. The Ministry has, however, proposed that the first factory of this kind should be under a separate corporate entity. Having regard to the need to rehabilitate the employees of ITI with the phasing out of manufacture of obsolete equipment, the Committee suggest that adequate facilities for the manufacture of electronic switching systems should be established in the ITI early.

### **Reply of the Government**

Ministry of Communications submitted the proposal of ITI for manufacture of 5 lakh equivalent lines of Electronic Digital exchange equipment at Bangalore to the Public Investment Board.

The Public Investment Board recommended the proposal to the Cabinet Committee on Economic Affairs. The Cabinet/Cabinet Committee on Economic Affairs approved this proposal but decided that the location of the proposed factory should be Gonda in Uttar Pradesh instead of Bangalore. ITI is taking expeditious action to implement the decision of the Government in this regard. As per the Feasibility Report prepared it is proposed to taper off the production of strowger equipment at Bangalore from the year 1986-87. In view of the decision taken by the Cabinet to locate the Electronic factory at Gonda, and the continued requirement of spares, the tapering off of strowger equipment production at Bangalore may have to be reviewed. The re-habilitation of the employees of ITI, Bangalore with the phasing out of manufacture of the obsolete equipment, will be considered at the appropriate time.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Comments of the Committee**

Please see Paragraph 8 of Chapter I of the Report.

### **Recommendation (Ser'ial No. 11—Part II)**

The Committee are not impressed by the current level of investment in the R&D activities of the ITI. A capital investment of only Rs. 10 crores has been made so far and 80 per cent of this has been made during the last 5 years. This is obviously insignificant compared to the outlay in R&D in advanced countries. The Committee feel strongly that the R&D outlay should be stepped up consistent with the need to absorb and adopt imported know-how in various fields, now being obtained. In view of the importance of updating of technology the Ministry should specially cover in its performance appraisal meetings, the activities of the R&D of the ITI as well as the implementation of the suggestions of various committees taskforces etc.

### **Reply of the Government**

The Ministry of Communications agrees with the Recommendation of the Committee that the R&D outlay should be stepped up consistent with the need to absorb and adopt imported know-how in various fields, now being obtained. An amount of Rs. 1400 lakhs have been provided in the capital budget and Rs. 4703.46 lakhs for Revenue Budget for R&D in the Sixth Five Year Plan, of ITI. Facilities have already been established for environmental engineering, and for developing complicated printed circuit patterns adopting Computer Aided Design Programmes. Expansion of

facilities for manufacture of specialised hybrid circuits on the laboratory scale is on hand in ITI. The new computer facility established will be extensively used for R&D programmes. With a view to absorbing electronic switching technology as quickly as possible in the P&T network, an agreement in the field of Research & Development has been made between P&T and CIT Alcatel. A Memorandum of Understanding has also been signed, which covers R&D collaboration between Telecommunications Research Centre of the P&T Department and its counterpart organisation, CNET of French Telecom Administration. Action has been initiated for implementing the observation of the Committee regarding review of the R&D activities of ITI as well as the suggestions of various committees, taskforces, etc. specially in the performance appraisal meetings.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **Recommendation (Serial No. 12—Part II)**

At present there is communication gap and lack of coordination in the R&D activities in the field of telecommunication in general and in the development of reliable electronic components in particular. Though the ITI has complained about the lack of infrastructure of reliable professional grade electronic components in the country, which according to it, would probably be the most important constraint in its change-over to modern technology, it has not drawn attention of the Department of Electronics to the serious deficiency. The Secretary, Department of Electronics shared the views of the Committee that there is a great need for co-ordination for telecommunication research and development at the national level. The Development Coordination Committee consisting of the representatives of P&T Department and the ITI set up in 1974, has remained almost dormant for more than 3 years since 1978. This is indeed deplorable. The Committee would urge that other related public undertakings and the Department of Electronics should be associated with the Development Coordination Committee and it should be activated in order not only to review and guide the development work in the field of telecommunications but also to assess and project periodically technology oriented product requirement to set targets for the production units concerned.

### Reply of the Government

The Department of Electronics to whom a reference was made in this regard have indicated that they have initiated appropriate steps in several areas involving components to build up appropriate infrastructure for having professional grade Electronic components produced in the country. They, however, want the information in respect of the specific components and the quantum of requirements in the field of professional grade components to further augment their efforts in this direction. Necessary action is being initiated by the Ministry in this regard.

While the Department of Electronics has made considerable mittee that there is a great need for coordination for telecommunication-grade electronic components, there is still a large gap to be bridged and ITI's experience has been that a number of companies who have been sponsored to manufacture high quality components in the field of metal film and metal oxide resistors, high quality capacitors, transistors, PC connectors etc., have not been entirely to the satisfaction of ITI. This Ministry strongly feels that the component industry will have to be well organised large scale sector, who would be in a position to put in enough capital both for modern methods of manufacture and R&D so that the component industry can grow in step with similar industries in other parts of the world.

This Ministry agrees with the recommendation of the Committee that there is a great need for coordination for telecommunication research and development at the national level. The association of the Department of Electronics and other related public undertakings with the Development Coordination Committee has been examined in the Ministry. As per the recommendations of the Menon Committee, a separate Telecommunication Technology Development Council (TTDC) has already been set up under the Chairmanship of Secretary, Ministry of Communications, which has the representatives of Department of Electronics, Department of Space, Defence Research & Development Organisation, Ministry of Defence, Ministry of Planning, apart from Hindustan Cables Limited, Hindustan Teleprinters Limited, Indian Telephone Industries Limited & P&T Department. The Member Secretary of the Council is Director, Telecommunications Research Centre, New Delhi. The Council will *inter alia* examine the coordination work in regard to technological requirements of the telecommunication

services of Ministry of Communications and telecommunication facilities required by other organisations, development of techniques in the various laboratories and production agencies. The existence of TTDC, at the national level provides a suitable forum for coordination for the development of various telecommunication facilities.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

### **CHAPTER III**

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

**NIL**

## CHAPTER IV

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

#### Recommendation (Serial No. 3—Part II)

Incidentally, the Estimates Committee have suggested *inter alia* in their 11th Report (1980-81) *pro rata* rebate to the subscriber on the rental for the period when the telephone service is not available for no fault of his. When the Committee on Public Undertakings raised the question of increasing the free local calls allowed to the subscriber to compensate for getting wrong numbers the Secretary promised to consider it. The Committee desire that this should be considered for appropriate relief to the subscriber early.

#### Reply of the Government

As regards the suggestion of Estimates Committee in their 11th Report regarding *pro rata* rebate to the subscribers on the rental for the period when the telephone service is not available for no fault of his, an experimental scheme is being tried out in Ahmedabad Telephone District where a *pro rata* reduction in rental would be allowed for the actual period of interruption if the telephone service is interrupted for an aggregate period of 45 days or more in a quarter due to reasons other than natural calamities. The P&T Department will take a decision in due course on the results of the experiment in Ahmedabad telephones regarding granting a rebate to the subscribers for interruption in service.

2. Regarding the question of increasing the free local calls allowed to the subscribers to compensate for getting wrong numbers, the matter has since been considered. It has been reported by the P&T Department that it is not practicable and realistic to assess the number of wrong calls made by a Subscriber. Moreover, detailed examination has shown that the incidence of wrong calls in any network is very small. The Estimates Committee in their report had worked out about Rs. 25 lakhs revenue due to wrong calls per annum for about 27 lakh subscribers of the P&T. This works out to be less than one rupee per subscriber per annum.

[Ministry of Communications O.M. No. U.54012/4/82-FAC.  
dated 5-11-1982]

#### Comments of the Committee

Please see paragraph 5 of Chapter I of the Report.

**CHAPTER V**

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

**NIL**

**New Delhi;**  
**February 24, 1983**  

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**Phalgun 5, 1904 (Saka)**

**MADHUSUDAN VAIRALE,**  
**Chairman,**  
**Committee on Public Undertakings.**



## APPENDIX

(Vide Para 3 of Introduction)

I.	Total number of recommendations . . . . .	12
II.	Recommendations that have been accepted by the Government (Vide recommendations at S. Nos. 1, 2, 4, 5, 6, 7, 8, 9, 10, 11 and 12 . . . . .	11
	Percentage to total . . . . .	91.7%
III.	Recommendations which the Committee do not desire to pursue in view of Government's reply . . . . .	Nil
IV.	Recommendations in respect of which replies of Government have not been accepted by the Committee (vide recommendation at S. No. 3) . . . . .	1
	Percentage to total . . . . .	8.3%
V.	Recommendations in respect of which final replies of Government are still awaited. . . . .	Nil