

17.30 hrs.

HALF-AN-HOUR DISCUSSION

FAULTY TELEPHONE SERVICES IN DELHI

श्री: रंजेश प्रसाद यादव (मधेपुरा) : उपाध्यक्ष महोदय, आज भारत सरकार के विभागों में चीनरफा गिरावट आई है लेकिन रेल और संचार विभागों खासकर टेलीफोन की हालत बदतर है। चूकि लाखों लोग रोज इनका उपयोग करते हैं इस लिए अगर गाड़ी लेट चलती है या कोई एक्सिडेंट हो जाता है तो लोगों को तुरन्त पता चल जाता है। उसी तरह अगर टेलीफोन करने पर नम्बर नहीं मिलता है, तो लोगों का नाराज होना स्वाभाविक ही है। इसलिए इसकी चुस्ती और दुरुस्ती आवश्यक है।

आज टेलीफोन की खराब हालत को बयान करने के वजाये अनुभव किया जा सकता है। अगर हम पांचवीं और सातवीं लोक सभा के स्थितियों को कम्पेयर करें, तो हम देख सकते हैं कि कितनी गिरावट हुई है। मैं पांचवीं लोक सभा में चुन कर आया और मुझे गृह का आवंटन हुआ और दूसरे ही दिन मेरे गृह टेलीफोन लग गया। सातवीं लोक सभा में मुझे नार्थ एवेन्यु में गृह का आवंटन हुआ। पंद्रह दिन तक टेलीफोन नहीं लगा और बार-बार कहने के बाद किसी तरह से लग सका। इससे आप अंदाजा लगा सकते हैं कि एफिशैन्सी में कितनी गिरावट आई है।

भारतीय संसद् के इतिहास में यह पहला मौका है कि जब संसद् के टेलीफोन भी कई दिनों तक खराब रहें। यह नोट करने की बात है। संसद् सदस्यों के टेलीफोन की हालत तो बदतर है। मैं अपना उदाहरण दूंगा।

मैं 26 नार्थ एवेन्यु में रहता हूं। मेरे टेलीफोन का नम्बर, 374770 है। मेरा टेलीफोन बार-बार खराब होता रहा

है और शिकायत पर शिकायत करता रहा हूँ, लेकिन कोई सुनवाई नहीं हुई है। मेरे सामने 28 नम्बर के फ्लैट में माननीय सदस्य श्री रामवतार शास्त्री रहते हैं। उनका टेलीफोन भी कई दिन तक खराब रहा और बावजूद शिकायत करने के ठीक नहीं हुआ। मुझे इस लिए पता लगा है कि जब उनका टेलीफोन खराब रहता है, तो वह मुझे परेशान करते हैं। इससे आप अंदाजा लगा सकते हैं कि क्या हालत है। अपने बारे में भी मैं एक उदाहरण देना चाहता हूं। मेरा टेलीफोन नं० है 374770 और एअर फ्रान्स का नम्बर 374775। जबसे मेरा टेलीफोन लगा है तबसे दिन रात मिलाकर कम से कम 50-60 काल्स एयरफ्रान्स की हमारे यहां आया करती हैं। हम कहते हैं कि यह एयर फ्रान्स का नम्बर नहीं है। (उपस्थान) जब हमने विभागीय अधिकारियों से शिकायत की तो उन्होंने कहा कि जहां से टेलीफोन आते हैं उनके नम्बर बताइये। अब आप अंदाज लगायें कि जहां से टेलीफोन आते हैं उनके नम्बर मैं कैसे बता सकता हूँ? जून माननीय सदस्यों की यह हालत है तब इस देश की आम जनता की क्या हालत हो सकती है जोकि टेलीफोन का उपयोग करते हैं—इसका अनुमान आप लगा सकते हैं।

यह ठीक है कि दो तीन दिन से, इस हाफ एन आवर डिस्कशन की वजह से टेलीफोन को ठीक करने के लिए बहुत प्रयास किए गए हैं लेकिन मैं जाना चाहता हूँ कि जिनके चलते पिछले एक साल से मेरी नींद हराम हुई है उन अफसरों के खिलाफ आप क्या करने वाले हैं? वास्तव में आप इस सम्बन्ध में क्या कार्यवाही करना चाहते हैं—इसकी जानकारी हमें दें। आज यह बात छिपी हुई नहीं है कि लोग दिल्ली की वर्तमान टेलीफोन व्यवस्था से तंग आ चुके हैं यहां तक कि भारत के उप-राष्ट्रपति जी ने भी दिल्ली की टेलीफोन व्यवस्था से अपनी असंतुष्टि जहिर की

[श्री राजेन्द्र प्रसाद यादव]

है। गलत नम्बर का लगना तो एक मामूली सी बात है। आप नम्बर डायल करते करते परेशान हो जायेंगे लेकिन नम्बर लगेगा ही नहीं। यदि आप 199 को कान्टेक्ट करना चाहें तो अम्बल तो वह मिलेगा नहीं यदि कभी गलती से मिल भी गया तो कोई उठायेगा नहीं और यदि उठा भी लिया तो कह दिया जायेगा 'The number seems to be faulty'.

मुझे इस बात का खेद है कि इस खराबी को बढ़ाने में तथा कथित डायनेमिक मंत्री श्री सी० एम० स्टीफन का कम हाथ नहीं है। अभी कुछ दिन पहले वे कलकत्ता गए थे तो उनसे शिकायत की गई कि टेलीफोन बहुत खराब रहता है। इस पर उन्होंने कहा कि जिसको खराबी नजर आए वह हैण्डओवर कर दें। उनके ऐसा कहने के बाद खराबी और बढ़ी है। इसलिए मैं कहना चाहता हूँ कि इस खराबी की जवाबदेही हमारे मंत्रीजी के ऊपर है। अगर मंत्री जी का यही रवैया रहा तो पता नहीं यह सिलसिला कहाँ तक चलेगा... (व्यवधान)

उपाध्यक्ष महोदय, गत मानसून सेशन में इसी सदन में डिस्कशन हुआ था तो मंत्री जी ने कहा था कि केबल्स में पानी चला गया इसलिए यह हो रहा है। अब पता नहीं कब तक उनका मानसून चलता रहेगा और केबल्स में पानी आता रहेगा? आज जो हालत है वह और भी बदतर है। इसका क्या कारण है— यह मंत्री जी बताने की कृपा करेंगे।

मंत्री जी ने 18 जून को राज्य सभा में जवाब देते हुए कहा था कि टेलीफोन सेवा को सुधारने के लिए बहुत से कदम उठाए जा रहे हैं जैसे :
Pressurisation of cables, laying of new underground cables etc.

पर वास्तव में ज्यों ज्यों दवा की गई मर्ज बढ़ता गया।

उपाध्यक्ष जी, टेलीफोन विभाग अपने किए कान्टेक्ट का भी पालन नहीं करता है। ए० आई० आर० को अपने प्रसारित होने वाले कुछ प्रोग्राम के लिए ट्रंक टेलीफोन सर्किट पर निर्भर करना पड़ता है। पर इनके हर दम खराब होने वाले सर्किट के बारे में शिकायत की गई, चार्ज में रिबेट की मांग की गई, तो इन्होंने बिलकुल नहीं माना और केवल सुधार का आश्वासन दिया। उसी तरह समाचार पत्रों को भी दूर के टेलीप्रिन्टर लाईन में खराबी के एवज में रिबेट नहीं दिया जाता है।

उपाध्यक्ष जी, टेलीफोन काल्स का फेल्योर दिल्ली में 24.5 प्रतिशत है। किसी भी समय औसतन करीब 1000 टेलीफोन खराब रहते हैं। पूरी व्यवस्था पर स्थानीय काल का फेल्योर 3.3 प्रतिशत है। इन्टर एक्सचेंज काल का फेल्योर 28.6 प्रतिशत है। आर्टों मैन्युअल सबिस फेल्योर 56 प्रतिशत है।... (व्यवधान)... पर इस ओर जब इनके महाप्रबन्धक का ध्यान खींचा गया तो उन्होंने कहा कि दूसरे शहर की तुलना में आंकड़े कोई उतने बुरे नहीं हैं। यह है इनके डिपार्टमेंटल हैड का जवाब। सिर्फ इतना ही नहीं इनके श्री अरूण बनर्जी महाप्रबन्धक थे, जिनको अब हटा दिया गया है, कहा कि टेलीफोन तथा कथित खराबियों के बावजूद भी जनप्रिय हो रहा है। इसी से इनके एटोचड तथा सिरीयसनेस का पता लग सकता है।

उपाध्यक्ष जी, टेलीफोन की खराबियों को दूर करने के लिए रेलवे का तरह ही शाक-ट्रीटमेंट शुरू किया गया है। कुछ महाप्रबन्धकों तथा वरिष्ठ पदाधिकारियों को छुट्टी पर जाने के लिए कहा गया है तथा कुछ का तबादला किया गया है। रेलवे में

मंत्री जी हटाए गए हैं, इसलिए उदरवृत्त को नहीं हटाया जाएगा और नीचे के लोगों को हटाने से कोई फायदा नहीं... (१५६६८) आप जानते होंगे जब रेलवे में अफसरों को हटाया गया तो उसके बाद रेलवे में कुछ सुधार हुआ है... (१५६६८) ... मैं मंत्री महोदय से पूछना चाहता हूँ कि क्या यह बात सही नहीं है कि उपरोक्त कदम से अफसरों का मोरल गिरा है तथा उन्होंने छुप रूप से नान को अप्रेशन शुरू कर दिया है, जिसके चलते यह हालत हुई है; क्या यह बात भी सही है कि टेलीफोन को सुचारू रूप से चलाने के लिए मध्यम तथा निम्नवर्ग के कर्मचारी मुख्य रूप से जवाबदेह हैं; क्या यह बात सही है कि सालों से इनका कंडर-रिओरियेशन तथा पे-रिस्ट्रिक्चरिंग नहीं हुआ, जिसके चलते यह असतोष है और किसी भी विभाग का काम सुधार नहीं सकता है, यदि उसके पीछे काम करने वाले रुचि न लें, काम करने में गर्व नहीं अनुभव करें तथा अनुशासित नहीं हों, इसलिए मैं मंत्री महोदय से पूछना चाहता हूँ कि इस दिशा में क्या किया जा रहा है? क्या आप 199 से लोगों की मायूसी और गुस्से को हटाने के लिए 197 की तरह की व्यवस्था करेंगे ताकि 197 की तरह ही 199 डायल पर कृपया इन्तजार कीजिए, आप "क्यू में हैं" कहा जाए। क्या सरकार टैक्नीकल स्टाफ तथा नीचे के कर्मचारियों को बढ़ाने का इरादा रखती है?

उपाध्यक्ष महोदय, टेलीफोन बिल की भी कुछ इसी प्रकार की हालत है। अभी हमारे नाम से ही किसी ने टेलीफोन कहीं से कर दिया और हमारे नाम से उसका बिल आ गया। जब हम ने इनके लायजन आफिसर को कहा, तो उन्होंने भी विभाग को लिख दिया और उस संबंध में आज तक कुछ नहीं हुआ है।

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उपाध्यक्ष जी, आज ही इस सदन में एक प्रश्न का जवाब देते हुए मंत्री जी ने बतलाया कि कर्मचारी लोग "वर्क-टुहल" पर जा रहे हैं। मैं जानना चाहता हूँ—इन्होंने जो नियम बनाये, क्या उसे न मानना एजीटेशन है? अगर किसी ने नियम को माना तो भी सजा पाते हैं और नहीं माना तो भी सजा पाते हैं। क्या आप इसमें कोई सुधार लाना चाहते हैं कि इस तरह के नियम बनाये जायें जिन का मानना जरूरी हो और मानने से सजा न हो। इसलिए मैं चाहूंगा कि इन बिन्दुओं पर मंत्री महोदय स्पष्ट आश्वासन दें और यह कहें कि अमुक समय तक दिल्ली की टेलीफोन सेवा में सुधार होगा और कोई त्रुटि नहीं रहेगी।

THE MINISTER OF COMMUNICATIONS (SHRI C. M. STEPHEN): Mr. Deputy-Speaker Sir. I am extremely grateful to my hon. friend, Shri R. P. Yadav, for having raised this half-an-hour discussion.

It is a most unhappy state of affairs that, generally, when the Budget debate takes place, the Communications Ministry gets guillotined and we do not have an opportunity of discussion. A discussion on the floor of the House has got many advantages. One is that, objectively. We will be able to see that state of affairs as soon from the other side and, secondly, the vast number of workers in the Department will be able to feel how the Parliament feels about the functioning of the Department. These two things go a long way to improve the functioning of the Department. Therefore, as I said, it was unfortunate that during the Budget discussion, this matter could not be brought up for discussion. I wish that the discussion was for a longer time than half an hour. I am really grateful to Shri

[Shri C. M. Stephen]

R. P. Yadav for having taken up this matter for a discussion.

Now, everyone of us is a telephone subscriber; our friends in the press are telephone subscribers; a large number of people are telephone subscribers. It is the experience of every subscriber, mine also before I became a Minister, that you land in wrong number; that you do not get all the numbers through; that you put a trunk call and you do not get it as quickly as you think you must get and, ultimately, you have to cancel it. There is nothing more irritating than this experience. There is wrong billing also. Therefore, when a finger of accusation or anger is raised against the Department, that expression of sentiment is a projection of a subjective feeling which is shared by everybody. Therefore, there is a measure of subjectivity which is brought into it. But I would plead with the House to look at it a little objectively as to what exactly is the position.

We are dealing with a subject where technical aspects are involved, where mechanical aspects are involved and where a huge number of employees covering a vast spectrum, at different levels, and covering the entire country are involved. These aspects do contribute to a certain extent. There are certain aspects which are mechanical which will take a long time to explain. One very important thing that I want to impress upon the hon. Members of the House is, unlike in foreign countries, we do not have sufficient telephones to give, that is to say, a particular exchange has a particular capacity of receiving calls. If beyond that capacity a call goes in, that call gets rejected. This is a mechanical aspect. I was discussing it with my officers. It is just like a car going on a road. If one car is going on a road, it just passes off quickly; if more number of cars are on a road, it slows down and, if a large number of cars are on a road, it gets

into a jam. In the same way, if there are a huge number of calls coming to a particular exchange which is beyond its capacity to handle, they will get rejected. This is a technical aspect. I am only explaining that part of it.

The hon. Member just mentioned some figures. We are in 1980. I would just read out the figures from 1976-77 to 1979-80. This is about junction calls. We have got 46 exchanges. If a call is put through from one exchange to the other—that is not a trunk call—passing through a junction, there is a failure rate. The failure rate. The failure rate in Delhi, in 1976-77, was 14.1; 1977-78—14.6 and 1978-79—14.9. In 1979-80 it jumped up to 17 per cent. You can find a gradual rise in the number of local call failures. Then, coming to Services we have 198,197.....

SHRI SUNIL MAITRA (Calcutta North East): What is the figure this year?

SHRI C. M. STEPHEN: I will give you.

Coming to the Service calls, calls which are not answered in the Services Section—197, 198, 180— it was 25 in 1976-77; 33 in 1977-78; 36 in 1978-79; and 39 in 1979-80.

Coming to 9-level STD call failures, this also gives the same thing; it was 39 in 1976-77; 55 in 1979-80.

Coming to the long STD areas, it was 37 in 1976-77; went up to 67 in 1977-78 but came down to 30 in 1979-80.

Coming to faults per Station per 100 telephones, it was 14 in 1976-77 and it went up to 42 in 1979-80.

Duration of faults: it was 2.7 hours in 1976-77 and became 5.7 hours in 1979-80. Coming to the number of calls answered, it is expected that the answer must come within ten seconds; if it does not come, it is beyond the target. The failure to come up to

that level was 46; it went up to 66.

Effective trunk calls were 75 in 1976-77; the number came down to 66 in 1979-80.

I am not making any accusation against anybody. There is a trend which you can see. What exactly is this trend? Take, for instance, answer-call. This is a matter we had to go into. We land in a wrong number. You can very clearly see that it is not the operation of any worker or any officer there; it is purely mechanical. There are so many reasons. It may be the defect in our instrument. The instrument has got two aspects: one is the weight aspect; and the other is, what is called, the pulsing aspect, the speed. If the speed is more, then we get into a wrong pulsation. If that dial is wrongly placed, it gets into a wrong number. In the Exchange also, if there is some wear and tear, it gets into a wrong number. What really happens is this. We have again and again tried; again and again it is going to a wrong number; some how, ultimately, we get into the root and come to our number. We forget about this. The Exchange does not know about it. There is a mechanism which can find out the fault in the Exchange which, unfortunately, was not brought up. Therefore, this inspection was not taking place. We have gone into the matter. Now we have got the instrument, and with the instrument, we will check up all the Exchanges. •

The second part is, maintenance of the Exchanges was a casualty. I am not speaking about any Government or anybody. That has been the casualty over the years. This maintenance has got to be given the highest importance. Spare parts were not available. The ITI could not produce. Now we have said, "You need not produce Exchanges; we want spare parts". The spare parts have been billed for and the spare parts have started coming in.

The third aspect, in Delhi, is the air-conditioning plant. The air-condi-

tioning plant is started with a particular capacity. After that, the Exchange increases in number. We were keeping the same air-conditioner there. The result is that it is not properly air-conditioned. The air-conditioners have become old. We have started replacing the air-conditioners. In two or three exchanges, the air-conditioners have been replaced, and there also, we are running into difficulties in getting the spare parts of air-conditioners. This is the third aspect of it.

All these matters were gone into. The first thing we did, when during the monsoon the difficulty arose, was that we instituted a task force to go into the whole thing. We have now received the report. According to that report we are now going ahead to upgrade the whole thing. I am only pleading with the hon. Members that there are all these aspects. Mechanical difficulties are there. There are about 20,000 telephone lines in Delhi which are supposed to be over-aged. The exchange can have a life of only 20—25 years. I do not remember exactly. There are exchanges which are beyond that. It has to be replaced. We do not have the instrument. The replacement effort is being started. All I am assuring is that we have identified the defects. With all the identification, there are certain areas which are beyond us. It would definitely take time.

Streamlining of the workers has got to take place. It is my hope and belief that we are succeeding in that because there is a certain measure of understanding developed between the Department and the Federations which are working there. There again one difficulty is that the federation's writs do not always run every time because suddenly something happens and suddenly they go on a cat-call strike. I have found federation leaders rushing there and telling them that this is wrong. They take a little time to bring them back to control. The proper trade union functioning on an all India basis has got to be brought

[Shri C. M. Stephen]

back. Therefore, proper arrangements and understanding are being brought about and we are going ahead.

There was this overtime payment which certainly irritated the workers because they were getting a certain measure of money and that money disappeared. So, to a large extent irritation takes place and it takes a little time for them to mentally adjust themselves to that. We went ahead a little fast and now we have issued instructions that it may be slowed down a bit so that gradually they may get adjusted to the new arrangement. They are also being taken into the whole arrangement.

Then, the go-slow tactics and all that are not trade union tactics. Regular trade union tactics—we can agree to. Then the other thing is there. Mr. Yadav spoke about action being taken by me—something like that. I do not believe in taking action or replacing somebody, putting somebody or disturbing somebody at all. The task of an administrator, according to me, is to get the best out of the human talent available there. You can recklessly remove somebody. There is one thing. Supervisory staff remaining in the same station for a longer period is no good for the administration. It is not with respect to any particular person. They develop angularities. They develop connections. They develop contacts. They will have love for somebody and enmity for another person. Therefore, if something wrong is done by somebody who, according to them, is good, then they will talk to somebody. But if he has got some enmity and if that person does something, even though not serious, then immediately he goes against him. Therefore, the supervisory staff should shift beyond a particular period. This is going to be done, and this will be done.

It was mentioned about the New Delhi General Manager. It is not the way it was portrayed in the Press. He

is, I must own, one of my good officers. But, all the same, I thought somebody also must come and look at it—not that somebody else is a genius or greater than the other person, but he must have a second look, an objective look from another angle, to see what exactly can be done. It is in that understanding and after talking to him, this arrangement was made. I wanted to make it clear so that there will be no bad cloud against anybody. But it does not mean that there will be no shake-up. The shake-up will take place. Some people will have to be removed—removed not out of service but from one place to another.

With respect to the workers, the hon. Member pleaded so much for the workers that for a moment I thought that he was taking my place. I am extremely happy that he was pleading that way because the cause is as much mine not only as a Minister but as a person who has been working with them. I consider myself as the head of the family and I am very much concerned about the members of my family. In the days to come I am absolutely confident that we will be able to give you better results. But kindly bear with us for a little while and I must also say that there can never be a stage in which there will be a telephone paradise.

18.00 hrs.

There can never be a stage in which there will be a telephone paradise, there can never be a stage in which all trunk calls get through; there can never be a stage in which all STD will get through. That is absolutely impossible. That is never, nowhere in the world at all.

As far as we are concerned, when more instruments come and more exchanges come, we are able to give telephones as much as there is want. Then one difficulty is that the burden on the telephone system will go down and the whole system will be under control. I do believe that even

with all the difficulties, there can still be improvement with the equipment that we have. The effort is being made for that. I can assure all the hon. Members of this House that a little, little improvement will be felt as a little, little time goes on. It will be a process of continuing frustration and continuing effort to correct the frustration. Continually there will be this feeling of frustration and persistently there will be an effort to correct this frustration. The results will be a continuous upgrading and improvement will be the result. That will be felt. It will not be a case of 1976-77 the way I have indicated by the statistics that it will be a case that from 1980-81 the chart will be moving up in the matter of satisfaction. I am absolutely sure about this. I may assure my friend, Shri R. P. Yadav and other friends who were aggrieved as much as I am.... (*Interruptions*).

SHRI SUNIL MAITRA (Calcutta North-East): Will you give us an assurance that in Calcutta same steps will be taken as far as telephones are concerned?

MR. DEPUTY-SPEAKER: Your name is not here.

SHRI C. M. STEPHEN: Definitely. Already there was a Task Force. The report has come. Steps are being taken. But the problem in Calcutta is more difficult than the problem in Delhi. You know the reasons well. It is more difficult there than in Delhi because of the cable system and everything. I have explained it everywhere repeatedly. My hon. friend again said that I had asked: 'you return the telephone back'. It corrected it. It happened to be my misfortune that the quotation of the other takes place. My correction does not take place. Kindly accept that I never said that way. I certainly said it in a different context. Therefore, I am pleading before you conceding that the telephone of Calcutta is as best as it must be and conceding that

telephones in Calcutta could be improved with all the limitations we have. I am pleading that the difficulties and shortfalls that have been there during the Janata Rule have gone down. I have identified them. I am claiming that the improvement could be effectuated. I am pleading that you will kindly bear with me and allow me a little time so that the improvement could be effectuated.

MR. DEPUTY-SPEAKER: Half-an-Hour Discussion is over.

SHRI RAMAVATAR SHASTRI (Patna): Mr. Deputy-Speaker, Sir, it is very bad. (*Interruptions*).

MR. DEPUTY-SPEAKER: This is only Half-an Hour discussion. Please sit down.

SHRI RAM VILAS PASWAN (Hajipur): I have got the name in the ballot.

MR. DEPUTY-SPEAKER: They say that the time is over. What do you want? All right. As a special case each one will take two minutes. I cannot allow you to make a speech. Put your question only. (*Interruptions*) Mr. Shastri, you cannot get up every now and then. Please sit down. I can close this Half-an-Hour Discussion. The time is over. As a special case, I am allowing you to put your question. I am now going to the next item.

SHRI RAMAVATAR SHASTRI: Please do not say like this.

MR. DEPUTY-SPEAKER: This is not the way. I am asking you to put one question.

SHRI RAM VILAS PASWAN: I will take five minutes. That is my right.

MR. DEPUTY-SPEAKER: I won't allow. How can you take five minutes. Then it will take us upto 18-30. This is after all a half-an-hour discussion. Why has this been named

[Mr. Deputy-Speaker]

as 'Half-an-Hour Discussion'? I am allowing. You only put one question. That is all.

SHRI RAM VILAS PASWAN: I will ask only one question.

MR. DEPUTY-SPEAKER: Then put your question. No speech please. I shall allow each one question only. Shri Ram Vilas Paswan. Only one question.

SHRI RAM VILAS PASWAN: I shall ask only one question.

MR. DEPUTY-SPEAKER: I think you have also agreed to this.

SHRI RAM VILAS PASWAN: Since you are in the Chair.

MR. DEPUTY-SPEAKER: That is why I am telling you.

श्री राम विलास पासवान : मंत्री जी ने अपने उत्तर में जो खामियां बताई हैं मैं समझता हूँ कि उनके अलावा और भी बहुत सी खामियां हैं जिन की तरफ उनको ध्यान देना होगा और उन खामियों की वजह से भी टेलीफोन खराब हो जाते हैं। इस में इस या उस पक्ष की बात नहीं है। एक तो मशीन की खराबी की वजह से यह होता है और दूसरे आप के अफसर भी इसके लिए जिम्मेदार होते हैं। मशीन और अफसर दोनों का साथ चलता है। आप देखें कि एक एक्सचेंज में आपके कितने अफसर रहते हैं। डी० टी० ई० रहता है, उसके नीचे एस० डी० ओ० रहता है, उसके नीचे इंस्पेक्टर, उसके नीचे लाइनमैन। इतने अफसर होने के बावजूद भी आप देखें कि चाहे पालियामेंट के मेम्बर हों या आम सिटिजन क्या कोई भी अफसर सिवाय लाइनमैन के ऊपर का कभी चैक करने के लिए जाता है? कौन चैकिंग करने जाता है? कज्युअल लेबर जो होती है वही जाती है

जिस को इंस्पेक्टर बहाल करता है। इस लेबर के पास कोई औजार नहीं होते हैं और न अक्ल और न ज्ञान। इधर उधर घुमा कर वह देखता है और चला आता है। नतीजा यह होता है कि फिर अगले दिन फोन खराब हो जाता है। इस वास्ते क्या आपके जो अफसर हैं, जो एक्सचेंज अफसर हैं, उनको आप डायरेक्ट करेंगे कि वे आफिस में ही न बैठें रहें बल्कि फील्ड में भी जाएं, घूम फिर कर भी देखें कि क्या काम ठीक हो रहा है और जहां खराबी दूर की जाती है वह वाकई में ठीक से दूर भी की जाती है या नहीं।

यह भी देखने में आया है कि इंस्पेक्टर जो कहता है कि दस कज्युअल लेबरर्ज को उसने एप्वाइंट किया है, वास्तव में पांच को ही बहाल करता है और बाकी पांच के पैसे जेब में डाल लेता है। आप कहते हैं कि आपके अफसर सब अच्छे हैं। यह सर्टिफिकेट आप ही उनको दें। यह आपका विभाग है। लेकिन इन सब चीजों को भी आप दें।

डुप्लीकेट बिल क्यों आते हैं? एक साल में कितनों के पास आते हैं और कितने लोगों को क्यू में जा कर खड़ा होना पड़ता है डुप्लीकेट बिल के लिए इसको भी आप देखें। बिल का पेमेंट नहीं होता है तो लाइन काट दी जाती है। डुप्लीकेट बिल के वास्ते जो क्यू लगानी पड़ती है और परेशानी उठानी पड़ती है इसका क्या कारण है। क्या यह इसलिए तो नहीं होता है कि बिल भेजे ही नहीं जाते हैं?

जो बिल भेजे जाते हैं वे किस तरह से गलत भेजे जाते हैं इसको भी आप देखें। किसी की लाइन किसी दूसरे फोन के साथ जोड़ दी जाती है और नतीजा यह होता है कि जिस की

लाइन के साथ उसको जोड़ दिया जाता है उसको बहुत ज्यादा पैसों का बिल आ जाता है। मैं जानना चाहता हूँ कि क्या इसके बारे में भी कोई चैकिंग की व्यवस्था है ?

एक साल में एक एक्सचेंज से कितने का सामान चोरी होता है, इसको भी आप देखें। पार्लियामेंट में 350 या 400 फोन होंगे। आप एक बार घूम कर देखें कि एग्जें में कितने खराब रहते हैं। पांच में से एक जरूर खराब आपको मिलेगा। नया सामान आता है लगाने के लिए तो वह मार्केट में बिक जाता है। पहले कापर का इस्तेमाल होता था। अब एल्यूमिनियम इस्तेमाल होता है। आप यह भी देखें कि एल्यूमिनियम फिट भी है या नहीं। इसके कारण भी फोन खराब होते हैं। आजकल तो बरसात कहीं नहीं हो रही है। आप कहते हैं कि बरसात की वजह से भी फोन खराब होते हैं। क्यों आज कल फोन खराब रहते हैं। जो चोरियां होती हैं क्या उनको भी आप चैक करेंगे ?

जितने सेठ साहूकार हैं, बड़े बड़े बिजनेस मैन हैं उनके यहां तो नये फोन लग जाते हैं और जो आम लोग हैं, उनके यहां पुराने फोन को ही उलट पलट करके लगा दिया जाता है और वे बेचारे कहते कहते मर जाते हैं लेकिन उनकी तरफ कोई ध्यान नहीं दिया जाता है। पैसे का यह जो कारोबार चलता है, यह जो बंगलिंग चलती है इसको भी आप देखें। नीति के साथ साथ नीयत भी ठीक होनी चाहिये।

आपने जो डायरेक्टरी हमको दी है 1978 की उसमें बहुतां के नम्बर पुराने ही चले आ रहे हैं जब कि उनके नम्बर बदल चुके हैं।

इसी प्रकार से जिनको पिछले दो, तीन सालों में टेलीफोन कनेक्शन मिले हैं उनके नामों का कोई जिक्र नहीं है।

MR. DEPUTY-SPEAKER: This is not a general discussion; you must act according to rules. I am very sorry. You level various charges; this is not the way. This is Half-an-hour discussion.

श्री राम बिलास दासबादुर : इसलिये मेरा कहना है कि व्यापक पैमाने पर जो टेलीफोन डिपार्टमेंट में घांघली है उसको जब तक आप नहीं रोकेंगे तब तक टेलीफोन डिपार्टमेंट का भ्रष्टाचार नहीं रहेगा।

MR. DEPUTY-SPEAKER: I have called Shri Harikesh Bahadur—Only question. Straight question like a bullet.

SHRI HARIKESH BAHADUR (Gorakhpur): Sir, in this respect I am the most obedient member in this House. But the point is that you always interfere when I speak...

MR. DEPUTY-SPEAKER: You know, this is Half-an-hour discussion.

SHRI HARIKESH BAHADUR: Sir, when Mr. Stephen took over as Minister for Communications, we all sincerely thought that the telephone system will be improved. But what has happened now? I am sorry to say that not only the telephone service in Delhi, but that of other parts of the country, has totally been disrupted and it has collapsed. It is always the complaint of ordinary citizens in the country that if they make any complaint, nobody attends to that complaint. It is not only the case in respect of the Members of Parliament, but it is also a reality so far as the common-man in the country is concerned. A person make a complaint; nobody comes to attend to that complaint. Nobody comes even for 3 days or 4 days or 5 days. So, I request

[Shri Harikesh Bahadur]

that the entire system should be properly streamlined. If a complaint is made it should be attended to immediately. It should be attended to properly, quickly and effectively. I would like to know what steps he proposes to take to streamline this particular system so that complaints are attended to promptly and quickly. This is the first part of the question. Part (b) of my question is this: Wrong bills are being sent to the people. Complaints are made against them. But nobody attends to that complaint at all. So, your whole billing system should be improved. I hope the hon. Minister will give his reply to this point. Then, Sir, we hear various complaints about tapping of telephones. It has become a great problem.

MR. DEPUTY-SPEAKER: How do you know that?

SHRI HARIKESH BAHADUR: All the opposition members are being troubled because of this tapping of telephones. Another kind of emergency system is being introduced; that is why they are talking of Presidential system, etc. Now, my question is: Will he enquire into our complaints that our telephones are tapped? What action is he going to take against those persons who are tapping these telephones? These are my specific questions and I request the hon. Minister to give reply to all the questions raised by me.

श्री रामावतार शास्त्री (पटना) :
उपाध्यक्ष महोदय, पूरे हिन्दुस्तान की टेलीफोन व्यवस्था बिल्कुल चौपट हो चुकी है। आज हम इस विषय पर आध घंटे की चर्चा कर रहे हैं और एक दिन पहले—7 दिसम्बर को जनरल मैनेजर, श्री एस० ए० वागले ने तमाम एम० पी० के नाम एक लैटर जारी किया है, जिसमें कहा गया है कि हमने एक स्पेशल कम्प्लेंट्स सर्विस चालू की है। अगर पॉलियोमेट में, और सारे हिन्दुस्तान में,

यह हंगामा न हुआ होता, तो यह काम भी न होता। देर से ही सही, सरकार ने यह जो काम किया है, उसके लिए धन्यवाद, लेकिन पूरा धन्यवाद हम तब देंगे, जब कामयाबी के साथ कुछ काम किया जा सकेगा।

मंत्री महोदय संसद को बराबर अघकार में रखते हैं और गलत जवाब देते हैं—वह स्वयं जवाब नहीं देते हैं, वह अपने सहयोगी बेचारे गरीब को फसाते हैं, श्री कातिक उरांव जवाब देते हैं। मैं इसके दो उदाहरण देना चाहता हूँ। मैंने मंत्री महोदय से दो प्रश्न पूछे थे। जिस दिन लोक सभा का अधिवेशन शुरू हुआ, उसी दिन—17 नवम्बर—का क्वेश्चन है, जो इस प्रकार है :—

“दिल्ली, कलकत्ता और पटना के बीच दोषयुक्त टेलीफोन प्रणाली

(क) क्या वह सच है कि दिल्ली, कलकत्ता और पटना के बीच टेलीफोन प्रणाली में व्यवधान पैदा हो गया है और इससे टेलीफोन प्रयोक्ताओं की कठिनाइयाँ बढ़ गई हैं ;”

जवाब है : “जी नहीं।” क्या यह जवाब सच है ?

“(ख) क्या यह सच है कि ऐसी ही शिकायतें प्रायः समाचार पत्रों में छपती रहती हैं ;”

जवाब है : “जी नहीं।”

“(ग) यदि हां, तो इस कुप्रबन्ध के क्या कारण हैं ;”

जवाब है : “प्रश्न ही नहीं उठता।”

“(घ) टेलीफोन प्रणाली के दोषों को दूर करने के लिए सरकार ने क्या उपाय किये हैं ?

जवाब है : "प्रश्न ही नहीं उठता । फिर भी इस प्रणाली और जाल-कार्य को अच्छी चालू हालत में रखने के लिए उपस्करों के लिए निर्धारित मानीट्रिंग एवं स्तरीय अनुरक्षण नित्यचर्चाओं को अपनाया जा रहा है ।"

दूसरा प्रश्न है 1 दिसम्बर, 1980 का "पटना में टेलीफोन प्रणाली ।"

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS AND DEPARTMENT OF PARLIAMENTARY AFFAIRS (SHRI P. VENKATASUBBAIAH): Sir, he is making a speech.

SHRI RAMAVATAR SHASTRI: I am quoting the answers given in this House.

"(क) क्या यह सच है कि पटना में टेलीफोन्स सामान्यतः खराब रहते हैं ;"

जवाब है : "जी नहीं । इसमें कोई वास्तविकता नहीं है कि पटना में टेलीफोन सामान्यतः खराब रहते हैं ।" मेरे साथ पटना चलिये । मैं तो वहीं का हूँ । अगर मेरी एक भी बात गलत होगी, तो मैं तो यहां तक तैयार हूँ कि मैं पार्लियामेंट की सदस्यता से इस्तीफा दे दूंगा । मैं आपको चैलेंज करता हूँ । गलत जवाब न दीजिए । कहीं कुछ ठीक नहीं है । इसकी जवाबदेही मजदूरों की नहीं है, व्यवस्था पर है, मंत्री जी पर है ।

अब मैं सवाल पूछता हूँ । (क) क्या यह सच है कि टेलीफोन व्यवस्था में गड़बड़ी इस लिए भी पैदा हो गई है कि टेलीफोन सलाहकार समितियों का अभी तक गठन नहीं किया गया है ?

(ख) क्या यह बात सच है कि हम बहुत सारा सामान टेलीफोन के लिए विदेशों से भंगवाते हैं ? यदि हाँ, तो क्या हम वहाँ का जितना रेजैक्टड माल है, दूसरी सरकारों

द्वारा, उसी को यहां लाकर टेलीफोन चालू करते हैं ?

मैं अभी बाहर गया था तो मुझे वहां पर यह बात मालूम हुई थी ।

(ग) क्या सरकार टेलीफोन की खराबियों की जांच के लिए पार्लमेंटरी कमेटी का गठन करने के लिए तैयार है ?

मेरा अंतिम सवाल यह है कि क्या सरकार मजदूरों से सहयोग लेने के लिए, उनके साथ विचार विमर्श करके कोई रास्ता निकालने के लिए तैयार है साथ ही आप टेलीफोन डायरेक्टरी कब तक सप्लाई करेंगे ?

SHRI NIREN GHOSH (Dum Dum): Sir, as we know, some time back an employee of the Telephone Department died in Delhi due to suffocation in the office. Has any enquiry been made to find out how it happened, who is responsible for it? Have any preventive steps been taken so that this does not get repeated?

Our telephones are being tapped. This has been going on for a very long time. Nowhere else in the world this happens. Our telephones are tapped by the secret service with your permission. This Government does it and I make the charge.

Our telephone continue to be defective. The billing system is also very defective. To cite an example, over-billing was done in the case of Shri Satish Aggarwal, Member of Parliament. After fifteen months and a lot of correspondence, necessary refund was allowed. If this can happen in the case of a Member of Parliament, you can well imagine the state of affairs in the case of public.

Since Shri Stephen took over, things have not improved at all; rather, these have worsened. The Congress party was continuously in power for a long time. Why was no

[Shri Niren Ghosh]

attention paid to the entire telephone system and the other machinery, which continues to be in a very dilapidated condition today? Why? Nowhere else in the world such a situation exists.

SHRI C. M. STEPHEN: Sir, Shri Paswan gave a number of suggestions, which could be added to the report that my task force has given me. I shall bear those suggestions - mind and examine the same. There was no criticism; he put forth certain suggestions; some are good; constructive and well-intentioned. I would see how I can make use of them.

Shri Harikesh Bahadur put forth two points about the faults and wanted to know the position. There is a delay and it has been increasing; it was 5.7. What happens is this. As soon as a complaint is put, immediately they put it on to the fault-finding section. They detect whether it is a fault or not. There may be a complaint for some other reason. It has been found that 42 per cent of these complaints are false. Those complaints are struck off. That is the procedure. Supposing it is really a fault, then the exchange does not attend to that. I have, therefore, instructed that merely because they find out that it is only a complaint and not a fault, the matter should not end there. An officer must ring back and talk to the subscriber and satisfy himself that it is not a case of fault, otherwise it must be treated as a fault. Again, the technician goes there and he reports that no fault has been found, we mark it like that. But instructions have been issued two days ago that that also should not be the end of the matter. On that a cross-check must take place, an officer must talk to the subscriber or the number and ascertain whether it has been set right or not. There must be a cross-checking on these reports. I think that when that is implemented, this communication gap between the subscriber and the exchange will be overcome, and a

steady effort will be made in this direction.

Now, there is a large number of lines here. But there are subscribers where the public are interested. The public are interested, similarly Parliament is also there, hotels are there, hospitals are there and so on. These are the areas where if the service collapses, even if it be treated as just one of the many telephones, the public will suffer. That is why, and not because of the half-an-hour discussion by Shri Ramavatar Shastri or others, that we have made arrangements that there will be a particular special complaint cell to which these numbers will be allotted, and they can just ring up that. That will be created by officers at a higher level, so that immediately they will go into it, and a report will be collected every day to see that it is being attended to.

There is also a Public Utility Class Services class which is taken apart and will be attended to separately. Of course, Parliament is an institution which comes under that; surely, there is no Parliament without Members of Parliament, and, therefore, they also come under that. That way, they will be treated on a higher scale, and they will be treated that way. This is the arrangement that has been done.

As far as tapping is concerned, I am now speaking on the floor of this House; we the Telecommunication people do not do this business of tapping. That is none of our job. We do not do it, and that does not come me. (*Interruptions*). But I must tell you, and you know it. (*Interruptions*). There are some other arrangements. I do not know whether tapping is taking place or not; as far as we are concerned, we are not doing it; but there are conditions wherein under the Telegraph law, tapping is permitted for the purpose of security and all that. That is done by another sphere altogether. That is not in the knowledge of the Telecommunication Department. We do not do that tapping. It is not in our dictionary at

all, in the dictionary of the Telecommunication Department. That is all I have to say about it.

As far as bills are concerned, Shri Niren Ghosh has raised the point, if it happens to be a Member of Parliament, what happens? I am only to say that complaints about excess bills do come. We have calculated the total number of complaint calls that come to us, and it is of the order of 0.7 per cent. Lakhs of bills are being issued. 0.7 per cent of complaints come to us of bills which are challenged. A large amount is being repaid. I had the accounts with me, and but I do not have it immediately. There is remission given. It is not that merely because it is a Member of Parliament, remission is given, and in the case of others, merely because somebody is not a Member of Parliament, injustice is done remission is refused. That position will not be there before us at all. We go into the merit of it. We take the total pattern of the call pattern, and we put off the STD for some time, and if we see that it is slumping down, immediately it can be presumed that the STD has been excessively operated, and, therefore, the spirit is coming in. These things are there. When we ring up the STD and it goes on, we are just getting hanged, this is just the thing that you must remember that because of that metering is going on and the bill is being registered. This is what is happening. Anyway, 0.7 per cent of the total bill being accomplished is not a high figure. In any country the figure is far higher. With respect to the complaints that are coming, immediately action is being taken. Earlier, there was a sort of delay. But now there is a time-schedule fixed, and the report has got to come to me saying how many complaints are there, how many have been disposed of and what measures are being taken for the disposal of the complaints, and I think this will give considerable relief. That is all I have to say about it. (*Interruptions*)

SHRI NIREN GHOSH: What about the telephone employee who got suffocated in the office and who later died in the hospital?

SHRI C. M. STEPHEN: I believe he is speaking about the telegraph employee who died. There is no question of suffocation. What happened was that the employee took ill, he was sent to hospital. The matter is under inquiry now. He was sent to hospital and the doctor gave him some pills. It was a heart attack, but that doctor gave some pills and sent him back, and he started working, and then he felt sick and he felt that he must go, and he asked for leave, and leave was granted. His brother took him to the Willingdon Hospital but on the way he died. It was a case of heart attack. We have made an inquiry, and I find that there is a certain measure of....

SHRI NIREN GHOSH: Suffocation.

SHRI C. M. STEPHEN: Not suffocation, but there is a certain measure of congestion, no suffocation, but there is a certain measure of congestion. There is a large number of people there. The question of space is there. We have got to put up a CTO building. We have identified the place, and we are now seeking Shri Bhisma Narain Singh to give me a plot so that I can put up that building; otherwise, till then, that congestion will continue for a little time more. Anyway, as far as his employee is concerned, this step was taken, and we have instituted an inquiry to ascertain whether the medical leave was given immediately. Whether leave was granted or not, whether vehicle was given or not, this is being gone into; and I expect to get a report back within two weeks' time. After getting a report, we will certainly go into the matter, because this is not a matter on which we can just think and allow the things to go on that way.

AN HON. MEMBER: What about the directory?

SHRI C. M. STEPHEN: 1980 directory will be issued by March 1981. In the other areas, it was completed. (Interruptions) Please allow me to complete. It was due to the non-availability of the paper. This is the thing which I am not to answer. This should have been issued earlier. The paper was not available. The printing was halted up. 1979 directory should have been issued earlier. 1980 directory can be issued only after 1980; it will be issued in March 1981. But that will be only upto the month of August. Therefore, three months remain. I issued instructions that for three months a supplement must be prepared so that by March 1981, the complete directory for 1980 will be in the hands of the subscribers.

18.32 hrs.

JUTE COMPANIES (NATIONALISATION) BILL—Contd.

MR. DEPUTY-SPEAKER: Now, we shall take up further consideration of the following motion moved by Shri Pranab Kumar Mukherjee on the 4th December, 1980, namely:—

“That the Bill to provide for the acquisition and transfer of the undertakings of the jute companies specified in the First Schedule with a view to securing the proper management of such undertakings so as to subserve the interests of the general public by ensuring the continued manufacture, production and distribution of articles made of jute, which are essential to the needs of the economy of the country and for matters connected therewith or incidental thereto, be taken into consideration.”

The understanding was that Shri Satish Agarwal will continue. Mr. Vajpayee, you are not to continue.

SHRI SATISH AGARWAL (Jaipur): Mr. Deputy Speaker. I have no intention to make a long speech over this Bill. Thank you very much for making me to conclude my speech, so far as this Bill is concerned. I was making a point that I am opposed to *ad hoc* nationalisation. This policy of *ad hoc* nationalisation has ruined the economy of this country; it is a disaster to the economy as well as to the industry. It creates uncertainty. If the government wants to follow a policy of nationalisation, let it be decided that the government should give its priority either to the Planning Commission or the government should have a national commission for nationalisation, an independent authority which should hear all parties. The government should forward its proposals. The industry should be given a chance to represent its case and then the national commission should recommend to the government that hereafter during the next five years or 10 years these industries are going to be nationalised. But let it be a well considered and well thought out and well planned scheme of nationalisation. Then I will support that. But this sort of *ad hoc* nationalisation is not going to help this country. This is my honest opinion and my honest conviction.

In this connection, you have got a very good system of transport in Tamilnadu. Now, tell you about Rajasthan. We nationalised it at one point of time. I was for nationalisation because there was corruption in granting permits. I supported it in the party, but my party was opposed to it. But then I said in the party, why not support nationalisation because there was so much corruption in granting permits, this and that. But what is the experience today? We have nationalised so many routes, but we do not have buses available. The rural folk is the worst sufferer. So, you nationalise it. But if you nationalise it, then your objective is to provide cheap facilities of transport to