CHAPTER XIV

MISCELLANEOUS SERVICES

Previous three chapters (XI, XII and XIII) of this Part dealt with the analysis and evaluation of the performance of General (Administrative) Services, Social (Developmental) Services and Economic (Developmental) Services of Chandigarh administration respectively. In this chapter an effort is made to assess and evaluate the performance of those departments and offices which could not be covered under the above heads and are generally termed as miscellaneous or unallocable. The departments covered are: printing and stationery; employment exchange and resettlement; co-operation; hospitality, protocol and tourism; and, information and publicity.

14.1 Printing and Stationery Department

Printing and Stationery is a service department which caters to the needs of Chandigarh administration, governments of Punjab and Haryana states, Post Graduate Institute of Medical Education and Research, Chandigarh, Sukhna-Nangal dam project and Bess dam project.¹

Financial Provisions:

The following table No. 14-1 illustrates the extent of revenue expenditure over this head for the period 1968-1974, and its assessment in terms of its increase or decrease over the previous years:

Table No. 14-1

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Printing &amp; Stationery</td>
<td>90.99</td>
<td>66.96</td>
<td>104.90</td>
<td>94.70</td>
<td>95.70</td>
</tr>
</tbody>
</table>

Increase or decrease over the previous year:

|          | -24.03 | +37.94 | -10.20 | +4.00 | +1.87 |
|          | -26.41% | +56.66% | -9.2% | +4.22% | +1.89% |

Percent increase or decrease during the period 1968-1974 = +10.53%

Average annual increase or decrease during the period 1968-1974 = +2.11%

Total increase in expenditure from 1968-69 to 1973-74 has been 10.53%, giving thereby annual increase of 2.11%.

Since the activities of this department can increase or decrease according to the requirements of the administration and its planning, the growth in expenditure or the expansion of this department is not related to the population growth of the territory. Above figures indicate that the level has by and large been maintained, or even
raised, in the context of revenue expenditure allocations for this department. Annual progress reports and the allocations made under the IV Five-year plan will provide a full picture of the activities, programmes and achievements of this department.

**Progress Reports:**

During the year 1969-70 a sum of Rs. 7.34 lakh accrued to the department as receipts on account of sale of stationery, text-books, forms and publications and for servicing and repairing type-writers etc. The income from this source during the year 1971-72 was Rs. 10.07 lakh and in 1972-73 Rs. 12.17 lakh. ²

During the year 1971-72 the department recovered Rs. 60.00 lakh from the states of Punjab and Haryana on account of printing work done for them. Another amount of Rs. 70.00 lakh was recovered from these states on the same count during the year 1972-73. ³

The sale proceeds and service charges of this department from the available records ⁴ are as given hereunder:

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⁴ Figures for the above three years could only be available.
### Statement: 14-25

<table>
<thead>
<tr>
<th>Year</th>
<th>Sale proceeds of stationery, text books, forms etc. (Rupees in lakhs)</th>
<th>Amount recovered from Punjab and Haryana for their printing work (Rupees in lakhs)</th>
<th>Total amount realised (Rupees in lakhs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1969-70</td>
<td>7.34</td>
<td>-</td>
<td>7.34</td>
</tr>
<tr>
<td>1971-72</td>
<td>10.07</td>
<td>60.00</td>
<td>70.07</td>
</tr>
<tr>
<td>1972-73</td>
<td>12.17</td>
<td>70.00</td>
<td>82.17</td>
</tr>
<tr>
<td>Total</td>
<td>29.58</td>
<td>130.00</td>
<td>159.58</td>
</tr>
</tbody>
</table>

The performance of this department has generally been considered satisfactory, since nothing particular was said or discussed in the press or in either of the two advisory committees. This is also, perhaps, on account of the activities of the department having no direct bearing on the daily life of the people and their representatives.

4. Figures for the above three years could only be available.

5. Consolidated statement based on the Material for the annual reports of the Ministry of Home Affairs for the years 1968-73.
A few disparities in service conditions, such as grant of similar medical facilities to the press employees⁶, as available to the employees of other departments of U.T. administration, and the demand of press employees for reduction in the duration of their night shift⁷ were successfully raised by the members of the Home Minister's Advisory Committee and some clarifications and assurances could be obtained from the Chief Commissioner on these issues.⁸

11.2 Employment Exchange and Resettlement

Regional Employment Exchange: The Regional Employment Exchange, Chandigarh renders useful service both to the employers and those seeking employment. Its vocational guidance and employment counselling schemes provide assistance and counsel to the applicants on job opportunities on the basis of their individual abilities, experience, academic achievements etc. Its apprenticeship training scheme also continues to make steady progress.

Financial Provision:

The revenue expenditure on this head during the period 1968-1974 is as given in Table No. 14-3 below:

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⁶ Meeting VI of the RMAC, item No. 14, pp: 60-61.

⁷ Ibid., p. 61

⁸ cf. Chapter VIII-B - Union Home Minister's Advisory Committee on Chandigarh, item No. 11, for details.
### Table No. 14-3

**Employment Exchange and Resettlement**

(Rupees in lakhs)

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Employment exchange</td>
<td>0.75</td>
<td>0.72</td>
<td>0.87</td>
<td>0.69</td>
<td>0.90</td>
<td>0.93</td>
</tr>
<tr>
<td>2</td>
<td>Extension of employment service</td>
<td>0.69</td>
<td>0.67</td>
<td>0.90</td>
<td>0.79</td>
<td>1.03</td>
<td>0.82</td>
</tr>
<tr>
<td>3</td>
<td>Collection of employment market information</td>
<td>0.11</td>
<td>0.13</td>
<td>0.13</td>
<td>0.12</td>
<td>0.14</td>
<td>0.13</td>
</tr>
<tr>
<td>4</td>
<td>Vocational Guidance</td>
<td>0.10</td>
<td>0.13</td>
<td>0.15</td>
<td>0.14</td>
<td>0.36</td>
<td>1.23</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>1.65</strong></td>
<td><strong>1.65</strong></td>
<td><strong>2.05</strong></td>
<td><strong>1.74</strong></td>
<td><strong>2.43</strong></td>
<td><strong>3.11</strong></td>
</tr>
</tbody>
</table>

| Increase or decrease over the previous year. | - | 0 | +0.40 | -0.34 | +0.69 | +0.68 |
| Per cent increase or decrease during the period 1968-1974 | = 88.48% |
| Average annual increase of decrease during the period 1968-1974 | = 17.7% |

With the average population growth of 11.46% per annum of Chandigarh, this increase of 17.7% in annual revenue expenditure is on the higher side and seems reassuring and satisfactory. But an abnormal increase in the number of unemployed persons in the live registers of employment exchanges in the territory presents somewhat gloomy picture. This may be explained in two ways. Chandigarh being the seat of three governments, most of the unemployed of Punjab and Haryana states also
prefer their enrolment at Chandigarh, with better chances of government employment. Secondly, the allocations made for this department cannot be directly related to the population growth of the territory.

**Progress Reports:**

The number of employment seekers registered with the Chandigarh exchange increased from 12,501 as on 30.11.70 to 19,534 as on 30.11.71. During the year 1972-73, 19,895 persons were on the live registers of the exchange as employment-seekers, out of which 2,468 secured employment through this agency. This steady increase in the number of registered employment-seekers points towards two possibilities, (i) steady increase in the number of unemployed, and (ii) faith of the unemployed on the usefulness of this agency in helping them to seek suitable employment. Both these possibilities seem valid in their respective contexts.

**Opinion Survey:**

The role of Chandigarh administration with regard to the employment policy was assessed through the questionnaire given to the members of the L.A.C. Question No. 18 related to policy with regard to promotion of employment opportunities. Twenty respondents, i.e. 95.2% observed non-existence of any such policy with the administration. The administration had no funds, no industries in public sector, no units of production and no initiative to do anything of its own. The only job of the

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9 Material for the annual reports of the Ministry of Home Affairs for 1969-70, p. 6; 1971-72, pp. 6-7 and 1972-73, p. 8
administration was considered to be the provision and maintenance of accommodation to the two state governments of Punjab and Haryana. One respondent, i.e. 4.76% observed that some planning is underway on the initiative of the union government. All the members agreed that educated unemployed should be given loans and if government stood guarantee upto Rs. 20,000/- per loanee, many of the bottlenecks in its execution might be removed. It was also stated that the expansion of industry might also prove useful in this direction.

With the expansion of educational facilities and a great spill-over of the rural unemployed youth in search of some occupation in urban areas, the rush of unemployed or underemployed has become a national phenomena and is gaining dimensions with every passing day. Chandigarh can, thus, not be considered in isolation for the adequacy or inadequacy of this service.

Secondly, Chandigarh administration cannot be held responsible for the non-existence of any definite policy with regard to the promotion of employment opportunities, because the final policy-decisions, allocation of funds and the initiative with regard to new schemes rests with the Government of India. The magnitude of the problem can be seen from the fact that Government of India themselves are finding it hard to cope up with it.
14.3 Co-operation

There are over 400 co-operative societies of various kinds registered in the union territory of Chandigarh. One hundred and forty two fair-price shops and co-operative consumer stores are functioning and rendering useful service to the consumers in the territory. Super-bazar (or super-market), which is a major component of the co-operative department in Chandigarh, alone sold commodities worth Rs. 2,14,85/- during the co-operative year ending 30.6.72. This department renders assistance in the shape of advancement of loans, distribution of fertilisers and supply of essential commodities. 10

The following table No. 14-4 illustrates the revenue expenditure on this department over the years 1968-1974:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>0.85</td>
<td>0.99</td>
<td>1.00</td>
<td>0.87</td>
<td>1.00</td>
<td>1.20</td>
</tr>
</tbody>
</table>

Increase or decrease over the previous year:

<table>
<thead>
<tr>
<th></th>
<th>+0.14</th>
<th>+0.01</th>
<th>-0.13</th>
<th>+0.13</th>
<th>+0.20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>+16.7%</td>
<td>+1%</td>
<td>-13%</td>
<td>+14.9%</td>
<td>+20%</td>
</tr>
</tbody>
</table>

Percent increase or decrease during the period 1968-1974 = +41.18

Average annual increase or decrease during the period 1968-74 = +8.24%

Since the activities of this department are not directly related to the annual growth of population of the city, slight difference in the annual population growth (11.46%) and the annual average growth in expenditure (8.24%) 10 Note on planned growth of Chandigarh, op.cit., p.21.
is not of great significance. The growth in expenditure, however, indicates the general expansion and growth of this department and its activities.

**Progress Reports:**

During the year 1969-70 as many as 31 new co-operative societies were registered. The number of co-operative consumer stores during the year was 105. Number of such stores and fair-price shops increased to 115 in the year 1970-71 and was 142 in the year 1972-73. A network of 20 co-operative societies in the rural areas has been the mainstay of the public distribution system for the supply of essential commodities to the consumers at reasonable prices.11

Fourth plan outlay for the head - 'Co-operation and community development' was in the amount of Rs. 2.00 lakh. The sub-head 'co-operation' was allotted Rs. 1.00 lakh. The following table illustrates the total outlay and the actual annual expenditure:

<table>
<thead>
<tr>
<th>Head</th>
<th>IV Plan outlay 1969-74</th>
<th>Total expenditure 1969-74 (Col. 3-7)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Cooperation</td>
<td>1.00 0.10 0.10 0.10 0.10 0.80 1.00</td>
<td></td>
</tr>
<tr>
<td>2. Community development</td>
<td>- 0.17 0.25 0.33 0.25 0.10 1.00</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2.00 0.10 0.17 0.25 0.43 1.95 2.00</td>
<td></td>
</tr>
</tbody>
</table>

At present storage accommodation is very little with the co-operative societies in Chandigarh. Storage godowns are, therefore, proposed to be constructed in the rural area by affording financial assistance at the rate of 62.5% as loan and 37.5% as subsidy to agricultural credits service societies, so as to provide facilities for storage of increased agricultural products, agricultural inputs etc. This proposal has already been included in 1973-74 programme and work is progressing. During the fifth five-year plan period, additional storage is proposed to be provided for atleast five agricultural service societies. By strengthening the co-operative system, it is proposed to make available to small farmers credit for the purchase of fertilisers and other agricultural means of production. During the fifth five-year plan period, it is proposed to advance loans to rural industrial co-operatives to encourage the production of industrial goods for helping all artisans and skilled workers. A scheme which could probably be taken up after examining its cost accounting in detail, would be co-operative processing of agricultural produce, particularly in respect of egg powder. Such a processing industry is expected to be great incentive and would also maintain a remunerative price level for the poultry farmers.  

14.4 Hospitality, Protocol and Tourism Department

The modern city of Chandigarh attracts a large number of tourists and dignitaries. The functions of this

13 Note on planned growth of Chandigarh, op.cit., p.2.
department include looking after such guests, providing better facilities to the V.I.Ps. and handling tourist traffic in a satisfactory manner. Besides, this service department also manages the guest house and the Panchayat Bhavan, and also runs the canteens of the civil secretariat and the Vidhan Sabha.

The following table No.14-6 illustrates the expenditure and its increase or decrease over the years:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Civil Secretariat &amp; Vidhan Sabha Canteens</td>
<td>4.77</td>
<td>5.74</td>
<td>6.16</td>
<td>6.47</td>
<td>6.20</td>
<td>6.95</td>
</tr>
<tr>
<td>2</td>
<td>Guest House</td>
<td>2.29</td>
<td>3.09</td>
<td>2.36</td>
<td>2.38</td>
<td>2.76</td>
<td>2.51</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>7.06</td>
<td>8.83</td>
<td>8.52</td>
<td>8.85</td>
<td>10.96</td>
<td>9.46</td>
</tr>
</tbody>
</table>

Increase or decrease over the previous year:

\[
\begin{array}{ccc}
 & +1.77 & -0.31 \\
\text{Percent increase or decrease during the period 1966-1974} & +2.11 & -1.50 \\
\text{Average annual increase or decrease during the period 1966-1974} & +23.84\% & -13.69\% \\
\end{array}
\]

As revealed by the table the total percent increase in revenue expenditure during the period, however, has been 35.41\%, i.e. an average annual increase of 7.08\%.

Being a service department any phenomenal growth in its expenditure or the expansion of the department cannot be strictly
related to the expansion of the city and growth of its population. It is the need of a particular period and the demand of the institutions it maintains, which decide any increase or decrease in the allocation of funds. The IV five-year plan allocations, programmes and activities will provide a fuller picture about this agency.

**Progress Reports:**

During the year 1968-69, 1,114 guests were looked after by this organisation. The number of such guests in the year 1969-70 rose to 1,201. Besides these guests, 6,698 home and 1,368 foreign tourists also visited Chandigarh during 1969-70. The number of visitors to Chandigarh rose still higher in the year 1971-72. In the Panchayat Bhavan, the institution which functions as a subsidiary to the state guest house, 46,500 persons including 635 foreign tourists stayed during 1971-72, giving the organisation an income of Rs. 1.00 lakh.\(^5\)

The new state guest house-cum-tourist bungalow, the construction of which started in the year 1968-69 in Sector 6 near the lake, was completed and inaugurated during the year 1972-73. All the facilities of modern living are available for the visiting dignitaries. Total number of guests entertained in the guest house during the year 1972-73 was 1,275 and this unit earned Rs. 13,232/90 on account of 20% departmental charges. In addition 57,617 persons including 748 foreigners stayed in the Panchayat

fetching an income of Rs. 79,393/- during the year.

Nothing was said about this department either in the local press or in the meetings of the advisory committees. Having its role limited to maintaining the two institutions for visiting tourists, and the canteens for employees, its activities were probably of no significance to them. Simultaneously this may be added that the satisfactory functioning of the department, probably, needed no comment in the press or in the committees.

14.5 Information and Publicity Department

The functions of this department include giving publicity to various policies, programmes and activities of the union territory administration.

Financial Provisions:

The following table No. 14-7 illustrates the revenue allocations for this department for the period 1968-1974:

Table No. 14-7

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Publicity, Propaganda and Publicity Board</td>
<td>0.53</td>
<td>1.32</td>
<td>0.91</td>
<td>0.87</td>
<td>1.61</td>
<td>1.24</td>
</tr>
</tbody>
</table>

Increase or decrease over the previous year:

- Publicity, Propaganda and Publicity Board: +0.79 %
- Propaganda and Publicity Board: -0.41 %
- Publicity, Propaganda and Publicity Board: -0.04 %
- Propaganda and Publicity Board: +0.74 %
- Publicity, Propaganda and Publicity Board: -0.37 %

Percent increase or decrease during the period 1968-1974: +133.96 %

Average annual increase or decrease during the period 1968-1974: +2.79 %

As indicated, the average annual growth in revenue expenditure during the period under reference was 26.7%, quite a high rate of growth and expansion of this organization.

**Progress Reports:**

The fourth five-year plan outlay for the head - 'information and publicity' has been in the amount of Rs. 1.30 lakh. Rupees 0.30 lakh were earmarked for sub-head 'statistics' and Rs. 1.00 lakh for 'information and publicity'. The outlay, under sub-head 'statistics' was spent during the year 1973-74, whereas the expenditure on information and publicity has been left unspecified in the five-year plan outlay and expenditure statement.17

This department also did not attract the attention of either the local press or the advisory committees, which may be explained on the basis of the normal functioning of the department. The lack of any direct bearing of the activities of this department to the everyday life of the citizens may be a bigger and more important cause for the indifference shown by the press and the popular representatives towards it.

With this chapter the IV part of this study comes to an end. All the departments and offices of Chandigarh administration have been elaborately analysed and assessed on the basis of budgetary provisions, progress reports and the public opinions expressed in and through the local press, through a questionnaire given to the members of the Local Advisory Committee and through the minutes of the

Home Minister's Advisory Committee for Chandigarh. The concluding views of the researcher have been given at the close of each individual department.

The V and the last part of this study deals with the summary, conclusion and policy-implications of the whole work.