

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:571

ANSWERED ON:21.11.2001

TELEPHONE FACILITY IN JHARKHAND AND BIHAR

DUKHA BHAGAT;LAXMAN GILUWA;MADAN PRASAD JAISWAL;RAM TAHAL CHOUDHARY

**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) whether the Government are aware of sub-standard quality of the essential services available in the posts, telegraphs and tele-communication sector in Jharkhand and Bihar;

(b) if so, whether the quality of these services needed to be improved; and

(c) the corrective steps taken in this direction?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Postal services in Bihar and Jharkhand sectors are generally satisfactory. The latest live survey of mails reveals the position as under :

Name of Circle    Delivery of mails within norms

Unregd. Mails

Urban    Rural

Bihar    92.3 %    93.6 %

Jharkhand    92.3%    85.1 %

Registered Mails

Bihar    98.9%    94.6%

Jharkhand    88%    98.6%

Money orders

Bihar    100%    97.2%

Jharkhand    94.7%    86.5%

Occasional complaints are, however received which are attended to promptly.

The quality of telegraph services in Jharkhand and Bihar is not sub-standard. The quality of telegraph service measured as a percentage of telegrams delivered within 12 days light hours has been 95.2% against the annual target of 94% during the year 2000-2001.

The telecom services are working satisfactorily in Jharkhand and Bihar. Improvement in Telecom services is a continuous process.

(b) & (c) There is always a scope for improvement. Improvement in the quality of service is an ongoing process. In so far Postal Services are concerned, the following steps have been taken in this direction :-

- (i) Multipurpose Counter Machines are being installed in a phased manner.
- (ii) Transmission of money orders through V.SAT has been started.
- (iii) Savings Bank operations are being computerised to provide better/quicker services to our Customers.
- (iv) Computerised Customer Care Centres are being set up for quicker settlement of complaints.
- (v) Some of the post offices are under modernisation. Against 410 Panchayat Sanchar Sewa Kendras proposed for the year 2001-2002, 397 have already been made functional in the current year.
- (vi) In Bihar, 1 Sub-office and 10 Branch Post Offices have been opened during the current year.
- (vii) The following steps have been taken to improve Telecom services in a phased manner.
  - (a) Replacement of underground paper core cables by jelly filled cables.
  - (b) Lying of underground cables right upto the subscribers premises so as to eliminate drop wires. Introduction of 5 Pairs underground cable is one such move in this regard.
  - (c) Opening of more and more remote line units thereby reducing area to be served by each exchange with a corresponding reduction in the size of outdoor plant.
  - (d) Introduction of new technology e.g. Wireless in local loop, DLC etc. to eliminate the need for underground cables.
  - (e) Periodic dressing of external plant.
  - (f) Restriction of use of 20 pair DPs for indoor use only in urban areas and to the minimum possible extent/pole amounting in rural areas so as to reduce length of dropwire.
  - (g) Provisioning of reliable transmission media for all exchanges.