

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:3634
ANSWERED ON:12.12.2001
TELECOM FACILITIES
BIR SING MAHATO;SANGEETA KUMARI SINGH DEO

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government are aware of the poor quality of the essential services in the areas of post, telegraph and telecommunications in the Orissa and West Bengal;
- (b) whether the quality of these services is required to be improved in these States; and
- (c) if so, the directions issued to improve the services of the post, telegraph and telecommunications in the Orissa and West Bengal?

Answer

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

(a) POSTAL SERVICES

The quality of essential services in the Orissa and West Bengal Circles is not poor. The latest live survey of mails reveals the position as under:

ORISSA CIRCLE

Percentage of Mail delivered as per norms

Mail Segment Urban Rural

Unregistered Mail 96.9% 75.20%

Registered Mail 93.5% 71.95%

Money Orders 83.4% 56.75%

WEST BENGAL

Percentage of Mail delivered as per norms

Mail Segment Urban Rural

Unregistered Mail 75.4% 95.80%

Registered Mail 70.9% 83.73%

TELEGRAPH SERVICES

The quality of telegraph services in Orissa and West Bengal is quite satisfactory. The quality of telegraph service measured as percentage of telegrams delivered within 12 day light hours has been 94% in case of Orissa and 96.6% in case of West Bengal during the period April, 2001 to September, 2001.

TELECOMMUNICATIONS SERVICES

Telecommunication services in Orissa and West Bengal are quite satisfactory.

POSTAL SERVICES

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

- (i) To provide a single window for all services in post offices 127 Multi Purpose Counter Machines in Orissa and 173 in West Bengal have been installed and more such machines are being installed in a phased manner.
- (ii) To transmit Money Orders by satellite 3 VSATs and 12 ESMOs in Orissa and 4 VSATs and 47 ESMOs in West Bengal Circle have been established.
- (iii) 180 Panchayat Sanchar Seva Kendras in Orissa and 24 in West Bengal have been set up.
- (iv) Savings Bank Operations are also being computerized. The Savings Bank Operations in 13 Post Offices in Orissa and 26 in West Bengal have been computerized.

TELEGRAPH SERVICES

The improvement is an on-going process. Continuous efforts are made to improve the same.

TELECOMMUNICATIONS SERVICES

The following steps are taken in phased manner:-

- (i) Replacement of underground paper core cables by jelly filled cables.
- (ii) Laying of cables in ducts.
- (iii) Laying of underground cables right up to the subscribers premises so as to eliminate drop wires. Introduction of 5 pair underground cable is on such move in this regard.
- (iv) Introduction of digital line concentrators in the network on large scale.
- (v) 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 the outdoor plant.
- (vi) Periodic dressing of external plant.
- (vii) Liberalization of norm for 10 pair and 5 pair DPs to initial loading of 4 & 2 connections respectively.
- (viii) Restriction of use of 20 pair DPs for indoor use only in urban areas and to the minimum possible extent/Pole mounting in rural areas.
- (ix) Pagery to line staff/field staff wherever feasible.

(x) Arrangement for centralized fault booking in small and medium exchanges.

(xi) Computerization of Fault Repair Service (FRS).