

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3168
ANSWERED ON:12.03.2003
VSAT SYSTEM OF MONEY ORDERS
PRAKASH V. PATIL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the VSAT system for transmission of money orders has not been successful;
- (b) if so, the expenditure incurred for their installation in Post Officers circle-wise;
- (c) the number of complaints for non-receipt of money orders during last year, circle-wise;
- (d) the number of duplicate money orders issued due to non-receipt of money orders sent through VSAT;
- (e) whether the Government propose to review the usefulness of this system so as to provide better service; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRIMATI S MAHAJAN)

(a) The Department has installed Very Small Aperture Terminals (VSAT) for transmission of money orders in two phases. During 1995-97, 77 VSATs were installed on Department of Telecommunication's Remote Area Business Message Network (RABMN). Money orders are being successfully transmitted through these VSATs. In addition, 150 High Speed VSATs were installed during 2001-2002. The original software for these High Speed VSATs developed certain problems. The new software, which has been developed in-house, is under test.

(b) The VSAT project being a central Plan Scheme, the expenditure was controlled by the Directorate and not Circle-wise. While Rs. 4.7 Crores was spent for the VSATs procured during 1995-1997, an investment of Rs. 12.4 crores was made on the High Speed VSATs.

(c) The Circle-wise number of complaints for non-receipt of money orders during the last year is given in the Annexure.

(d) A total of 2,17,788 duplicate money orders were issued during the last year due to non-receipt of money orders sent through traditional mode (manual) and through VSAT network.

(e) & (f): The system has been introduced for better service. There is no proposal for review of the system.

NUMBER OF MONEY ORDER COMPLAINTS RECEIVED DURING THE YEAR 2001-2002.

Sl. NO.	Name of Circle	No. of Complaints received
1	Assam	8334
2	Andhra Pradesh	24763
3	Bihar	4265
4	Chhattisgarh	8491
5	Delhi	96355
6	Gujarat	22912
7	Haryana	32019
8	Himachal Pradesh	4109
9	Jammu & Kashmir	5008
10	Jharkhand	7561
11	Karnataka	23188
12	Kerala	8241
13	Madhya Pradesh	15889
14	Maharashtra	68611
15	North East	5056
16	Orissa	4437
17	Punjab	45812
18	Rajasthan	13499

19	Tamil Nadu	18644
20	Uttaranchal	7599
21	Uttar Pradesh	31386
22	West Bengl	25772
23	Army Postal Service	10550

Total 492501