

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

UNSTARRED QUESTION NO:1186  
ANSWERED ON:02.08.2010  
TELECOM POST AND TELEGRAPH SERVICES  
Naranbhai Shri Kachhadia

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

- (a) whether there has been poor quality of Telecom, Post and Telegraph services in the country particularly in hilly, tribal and rural areas;
- (b) if so, the details thereof; and
- (c) the steps taken/being taken by the Government to improve the said services?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) to (c) In respect of Telecom services, TRAI has been monitoring the performance of service providers against the benchmark for various quality of service parameter laid down by TRAI from time to time, through quarterly Performance Monitoring Reports (PMRs)/Point of Interconnection (PoI) Congestion reports. TRAI has prescribed benchmarks for Fault related parameters for Basic services such as Fault incidences per 100 subscribers /month (Benchmark? 5). TRAI has defined network related parameters like Call drop (Benchmark < 2%), Good voice quality (Benchmark > 95%), BTS down time (Benchmark < 2%) etc. for Cellular Mobile Services. The Performance Monitoring Reports for period 1.1.2010 to 31.3.2010 indicate that most of the service providers are meeting the benchmark. BSNL (Bharat Sanchar Nigam Ltd.) also meets the QoS parameters in all the service areas in the country including hilly, tribal and rural areas with existing constraints of availability of electricity and restricted movement of maintenance personnel and other geographical constraints.

In respect of Postal services, it is stated that India has network of 1,55,015 Post Offices (as on 31.3.2009) spread all over the country including hilly, tribal and rural areas. Mail collection, processing, transmission and delivery are the core activity of the Department of Posts which are performed effective and efficiently. However, complaints on non-delivery /late delivery of mails, loss of articles, non-payment/delay in payment of money order etc. are received and attended to promptly. A well laid out procedure for processing and settlement of public grievances exists in all offices of the Department of Posts.

Regarding Telegraph services, it is stated that these services are available in all parts of the country including hilly, tribal and rural areas and working through state-of-art WTMS (Web based Telegraph Messaging System) satisfactorily. Telegrams can also be booked on phone by dialing 1585 from any BSNL telephone as well as from local/STD/PCOs. Further the telegrams are being delivered through Telegraph Messengers/post in all parts of the country including hilly, tribal and rural areas.