

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

UNSTARRED QUESTION NO:655
ANSWERED ON:07.08.2013
CLOSING OF TELEGRAM SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the revenue generated by telegraphic service of Postal Department in comparison to the expenditure during the last three years, year-wise;
- (b) whether the telegram services and its offices across the country have been closed;
- (c) if so, the details thereof and the reasons therefor along with its likely impact on financial position of Postal Department; and
- (d) the steps being taken to use these telegram offices for other commercial purposes and to provide alternative jobs to the employees who have lost their job?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Bharat Sanchar Nigam Limited (BSNL) was offering telegraph services in the country. The revenue and expenditure on operations of these services in the last three years is as follows:

Sl.No.	Year	Revenue (in Rs. crore)	Expenditure (in Rs. crore)	Losses (in Rs. crore)
1.	2010-11	14.87	162.08	147.21
2.	2011-12	13.07	149.37	136.03
3.	2012-13	9.89	142.68	132.79

(b) to (d) The telegraph services have been discontinued w.e.f. 15-07-2013. New modes of communication are more economical, faster and more reliable in comparison to telegraph services which led to a decreased usage of these services over time and declining revenues for BSNL.

After the closure of telegraph services, the telegraph offices are being used by BSNL for meeting customer needs. The services of employees previously working on telegraph services are being utilised in Customer Service Centres and other services offered by BSNL. No employee of BSNL has lost his/her job on account of closure of telegraph services.