

- (d) The major reasons for Call Drop could be due to
  - (i) Inadequate Coverage
  - (ii) Inadequate telecom resources to cope with the increased traffic on account of growth in subscriber base.
  - (iii) Interference.
- (e) (i) The reports by the independent agency appointed by TRAI for assessing Quality of Service of Cellular Mobile Service Providers, including call drops, through audit in some of the service areas revealed call drops in excess of the benchmark in some of the pockets/areas. Based on some of these inputs, TRAI recently sought additional information about the percentage of cells having >3% call drop (TCH drop). As per the information received from the service providers during the month of September, 2008, TRAI has noted that in many service areas the call drop exists in some of the pockets. The call drops in these pockets [served by a cell or Base Transceiver Station (BTS) of the Cellular Mobile network of various service providers. As a follow-up and interim measure, recently TRAI had written to Chief Executive Officers of all the cellular mobile service providers to address call drop and to take necessary steps to reduce the incidences of call drop in the network.
- (ii) Further, TRAI has recently issued a Consultation Paper on review of Quality of Service of basic and cellular mobile telephone service, in which it is proposed to review the benchmark of call drop parameter for the service area and also proposed additional parameter on percentage of cells/BTS having more than 3% call drop.
- (iii) The reports of the independent agency appointed by TRAI for assessing Quality of service are widely published for the information of stakeholders, which also act as a deterrent to service providers against poor quality, including call drop.

#### **Losses incurred by Department of Posts**

419. SHRI BHAGAT SINGH KOSHYARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Department of Posts (DoPs) has incurred losses during the last five years and sixteen out of the twenty services being provided by DoP continued to sustain losses over the years;
- (b) if so, the quantum of losses suffered by DoP during the last three years;
- (c) the measures taken to reduce its losses; and
- (d) the details of private courier companies operating in the country and quantum of profits earned by each one of them during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) Yes Sir. Department of Post continued to incur losses Madhavrao deficit during the last five year and twenty out of the twenty six services offered by Department of Posts were subsidized over the years.

(b) The revenue deficit of the Department for the last three years is as under:-

(Rs. In Crores)

Year	Revenue deficit
2005-06	1209.88
2006-07	1249.52
2007-08	1511.44

(c) The Department has been taking steps to increase the revenue through introduction of new products, market development activities and adoption of customer oriented strategies. Speed Post, Business Post and Retail Post as a premium service has been consistently growing. The Department of Posts is also using its vast network for retailing of financial products, services and agency functions thereby adding to the Department's revenue. Moreover, Department has also included value added money transfer services to its port folio like instant Money Order Service and International Money Transfer.

(d) Such details are not available with the Department.

#### **Preference to private postal companies by public**

420. SHRI TARIQ ANWAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that public is preferring private postal companies than Government due to which post offices are running in the losses;

(b) if so, the details thereof; and

(c) the steps Government is taking to upgrade the post offices by which it can compete with private postal companies?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) No, Sir.

(b) Does not arise in view of (a) above;

(c) However, steps have been initiated by the Department of Posts to upgrade postal services (as indicated below).

(i) Wet leasing of freighter aircraft for North East Region for faster conveyance of mails.