

- (c) whether is a fact that only Public Sector Companies have been given 3G license;
- (d) if, so, the reasons for giving preference to the PSUs; and
- (e) whether the approval of TRAI has been obtained in this respect?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) 3G technology supports increased data communication. They allow high speed data transfer of at least 144 kbps, mobile Internet access, entertainment, and triple-play converged communications services which are not possible in 2G systems.

(b) to (d) BSNL and MTNL are the operators who presently offer 3G telephony. As per the guidelines issued on 1/8/2008 and certain amendments on 11/9/2008 for auction of 3G, one block shall be allocated to MTNL in Delhi and Mumbai/Metro service Areas and BSNL in other Service Areas at a price equal to the highest bid in the respective service area. The decision has also been taken to allot on block of 5 MHz 3G spectrum to BSNL/MTNL at a matching price to be determined through auction.

- (e) Allotment of spectrum is subject to its availability and is in the domain of this Ministry.

Speed post service

3097. SHRI SANJAY RAUT: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that there have been large number of complaints of in-efficiency and delay complaints of Speed-Post from various parts of the country;
- (b) if so, the details of the complaints and response thereto;
- (c) the specific reasons behind delayed service of Speed Post; and
- (d) the details of the steps taken or proposed to be taken to improve the Speed Post service most efficiently in all parts of the country?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir. Department of Posts handled 21.14 Crore Speed Post articles during 2008-09. During the last 03 years and upto October, 2009, Department handled 12.86 crore, 17.73 crore, 21.14 crore and 12.96 crore Speed Post articles and the percentage of complaints is 0.113, 0.098, 0.103 and 0.113 respectively only. As may be seen, the speed post traffic has been growing by an average of 25% and complaints on an average by 0.104% only. There is however scope for improvement.

- (b) Does not arise in view of (a) above.
- (c) Occasional complaints arise which are on account of dependence on external agencies for transmission and last mile delivery.
- (d) The Department of Posts has been taking a number of steps to improve the Speed Post service most efficiently in the country such as:-

- Setting up of premium delivery centres;
- Separate arrangement for delivery of bulk mail;

- Induction of dedicated freighter aircrafts for transmission of mail between Metro Cities and North East Sectors;
- Upgradation of services at Speed Post Centres;
- Providing track and trace services;
- Collection of Speed Post articles from the customers' premises.

Set up of I.T.S. officers in BSNL

3098. SHRI VIJAYKUMAR RUPANI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has announced a scheme to set up I.T.S. officers in BSNL;
- (b) the reasons for delay in its implementation; and
- (c) the time-frame therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) On the eve of formation of BSNL on 01.10.2000, I.T.S (Indian Telecommunications Service) officers were transferred to BSNL on deemed deputation. The process for permanent absorption of I.T.S officers in BSNL/MTNL was initiated by the Government in March 2005, the matter is under litigation in various courts of the country.

- (c) It is not possible to give any fixed time frame for completion of absorption process.

VRS in BSNL

3099. SHRI VIJAYKUMAR RUPANI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government is aware that there is a burden of employees in the BSNL;
- (b) whether there is any proposal for a voluntary retirement scheme;
- (c) if so, the future plans in this regard; and
- (d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Sir, the expenditure of BSNL on manpower is about 33% of its total income as compared to 5-8% in case of its competitors.

(b) to (d) Presently there is no proposal for voluntary retirement scheme in BSNL. However, BSNL has engaged M/s Boston Consulting Group (BCG) for advising and providing handholding support in identifying problems and developing strategy keeping in view the changed market conditions.