

Sam Pitroda Committee, a committee constituted to review the performance of BSNL. The Pitroda Committee also recommended to drop the tender of 93 million GSM lines and suggested switching to a new model wherein network capacity and/or services are managed by the vendor. The report of Pitroda Committee in the matter was deliberated by the BSNL Board on 05.03.2010 and the Board decided to go by the recommendation of the Pitroda Committee. The recommendations of Pitroda Committee alongwith the views of BSNL will be placed before the Telecom Commission.

Infrastructure development investment

4476. SHRI K.N. BALAGOPAL : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the infrastructure development investment for BSNL during the last 10 years;
- (b) the present installed capacity of BSNL for mobile and land line connections; and
- (c) the reasons for not initiating timely the augmentation of infrastructure facilities?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Sir, the infrastructure development investment for Bharat Sanchar Nigam Limited (BSNL) during the last 10 years is as under:—

(Rs. in crores)

Financial Year	Amount Invested
2000-01	16,597.66
2001-02	17,006.00
2002-03	12,057.00
2003-04	6,537.00
2004-05	7,578.00
2005-06	6,838.00
2006-07	5,705.00
2007-08	7,239.43
2008-09	10,876.00
2009-10	1,036.28*

*Infrastructure development investment for the year 2009-10 is provisional.

- (b) As on 31.03.2010, the GSM Mobile and wireline capacity of BSNL is given below:—

Item	Capacity (in lakh lines)	Connection (in lakh Nos.)
GSM Mobile	576.53	633.05
Wireline	458.35	278.31

(c) The augmentation of infrastructure facilities in BSNL sometimes gets delayed due to the following reasons:—

- (i) Court Cases by unsuccessful/disgruntled bidder(s).
- (ii) Delay in supply of core and infrastructure equipment by the vendors.
- (iii) Delay in getting permission from local bodies for erection of roof top towers and electricity connections from State Electricity Boards.

Project Arrow

4477. SHRI R.C. SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the aims and objectives of the Project Arrow;
- (b) whether it is a fact that the Department of Posts has proposed to extend 'Project Arrow' scheme to 500 post offices across the country during the current financial year;
- (c) if so, the details of post offices identified for this purpose in the State of Andhra Pradesh; and
- (d) in what manner Project Arrow strengthens the core business of the Department of Posts?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Project Arrow has been launched with objective of modernizing post offices and make visible, tangible and noteworthy differences in the post offices operations that matter to "Aam Aadmi". It was launched initially on proof of concept basis in 50 post offices in Phase-I. After the successful completion of the Phase-I, it was implemented in 450 post offices in Phase-II and in 500 post offices in Phase-III across the country including the rural areas. Project Arrow aims at comprehensive improvement of the core operations of the post office as well as the ambience in which postal transactions are undertaken. The response of the general public and the staff of the Department to the initiative has been overwhelmingly positive. The initiative Project Arrow — Transforming India Post has also won the Prime Minister's award for Excellence in Public Administration for the year 2008-09.

- (b) Yes, Sir.

(c) The details of post offices identified for this purpose in the State of Andhra Pradesh, is given in the Statement (See below).

(d) Project Arrow has helped to improve the core operations of Department of Posts, viz., Mail processing and delivery, Money remittance, Savings Bank operations and quality of Customer Service. Intensive training has been given to officials working in Project Arrow offices to raise the level of services in these offices. A Web based monitoring tool has been designed whereby day-to-day monitoring of 1,000 Post Offices covered till now under Project Arrow is done at Circle level. Through fortnightly video conference, the performance of Project Arrow Post Offices is monitored at the Directorate level and directions to bridge the gaps are given. Project Arrow has significantly improved the quality of services in the post offices and helped to strengthen the core business of the Department of Posts as evidenced in significant increase in delivery efficiency and customer satisfaction in Project Arrow post offices.