

### **Relevance of Postal and Telecom Services**

1962. SHRI A. ELAVARASAN: Will the Minister of COMMUNICATION AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government run postal and telecom services are fast losing their relevance to society and they function with lot of deficiencies when compared with private operators;
- (b) if so, the steps taken by Government to compete with private operators;
- (c) whether there is any specific mechanism proposed by Government to increase postal and telecom services comparatively with private operators; and
- (d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir.

(b) The Department of Posts through its large net work, provides services all over the country including rural, hilly and remote areas. The Postal net work is used not only for mail services, it is also used for Money Order, Saving Banks, Postal life Insurance, Rural Postal Life Insurance and for carrying out welfare activities of the government, such as payment of Old age pension disbursement of wages through Mahatma Gandhi National Rural Employment Guarantee Scheme etc. Private operators only provide courier services in limited areas, mostly in the urban locations. Telecom services given by BSNL & MTNL are also not losing relevance to society. These PSUs are giving their services throughout the country including even in those rural and remote areas where private telecom service providers generally hesitate to provide services because of commercial reasons. Quality of Service of both BSNL and MTNL is comparable to the quality of service of private telecom service providers as it generally meet the quality of service parameters prescribed by TRAI.

(c) Yes, Sir.

(d) Specific mechanism proposed by government to increase postal and telecom services comparatively with private operators are as follows:-

- (i) Speed Post is being operated with web based Track and Trace system called Speed Net.
- (ii) Department of International Postal System software at Mumbai, Chennai, Kolkata and Delhi for tracing of international Speed Post articles.
- (iii) 12604 Post Offices have been computerized.
- (iv) 1305 locations have been given Wide Area Network (WAN) connectivity.
- (v) Govt. has allotted 3G spectrums to BSNL/MTNL almost one year ahead of private telecom service providers.
- (vi) In order to compensate for losses in providing telecom services in rural and remote areas, Govt. has agreed to provide a support of Rs. 2000 crores annually for three years starting from 2008 to BSNL from Universal Service Obligation Fund (USOF).
- (viii) Govt. reviews the performance of BSNL and MTNL regularly, on the MoU parameters, where parameter relates to Quality of Service and customer satisfaction are also included.

#### **Computer Hardware**

1963. SHRI ANIL MADHAV DAVE:

SHRI BALAVANT ALIAS BAL APTE:

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

- (a) whether Government has taken any initiative to promote computer hardware industry in the country;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) Yes, Sir.