

(SDOCH) congestion [Benchmark $\leq$ 1%], Traffic Channel Congestion (TCH) [Benchmark $\leq$ 2%] and Point of Interconnection (Pol) Congestion [Benchmark $\leq$ 0.5%]. As per the Performance Monitoring Report of the quarter ending March 2010, most of the service providers have met the above benchmarks.

As regards Point of Interconnection (Pol) Congestion, as per the Pol Congestion Report submitted by the service providers for the quarter ending March 2010, the congestion is observed in 82 Pols, as against congestion in 61 Pols in December 2009.

TRAI has expressed concern over the level of congestion between the networks of service providers from time to time. TRAI also takes up the matter with the service providers for remedial action.

(c) Government have no record of funds earmarked by telecom operators meant for technical upgradation of their service and withdrawal of the same.

(d) Does not arise in view of (a) and (b) above.

#### **Unreliability of Indian Postal Service**

2744. DR. JANARDHAN WAGHMARE: Will the Minister of COMMUNICATION AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is aware that the Indian postal service has become most unreliable causing prolonged delays;

(b) whether Government is aware that it is still aam admi's service, especially in the rural, remote and adiwasi areas; and

(c) if so, the steps that are being taken to restrengthen it and make it reliable again?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir. However, the Department of Posts receives occasional complaints related to the delivery of mails.

(b) Yes, Sir. The Government is aware that it is an aam admi's service especially in the rural, remote and adiwasi areas, hence it is committed to provide basic postal services throughout the country at an affordable price. The Department has also launched Project Arrow with the objective of modernizing Post Offices, to make visible, tangible and noteworthy differences in the Post Offices operations that matter to aam adami.

(c) Department of Posts has taken up the efforts to improve the quality of mail transmission and delivery services. During Eleventh Plan, initiatives have been taken to improve transmission of mail through induction of dedicated freighter aircraft in the North East Region, setting up of Automated Mail Processing Systems to expedite sorting of mail, enhancing the usage of pin codes, creating of a National Address Database Management System etc. A network optimization plan has also been initiated to streamline core mail operations and delivery services. Further, in all Post Offices where Project Arrow has been implemented, Head Post Offices and Sub Post Offices in urban and rural areas have been equipped adequately and their infrastructure has been upgraded to enable them to render full range of communication and money remittance services. These Post Offices have registered significant increase in customer satisfaction in respect of selected products and services culminating in higher traffic volume and revenue generation.

#### **Villages covered by BSNL**

2745. SHRI MOHD. ALI KHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that out of six lakh villages in the country, BSNL has covered nearly 5.90 lakh villages through landline and mobile phone connections with the teledensity in rural areas rising from 10 per cent to 22 per cent;

(b) if so, the details thereof in the last five years; and

(c) the aims and objectives set to achieve in future, rural and urban-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) Sir, out of total 5,93,601 Inhabited villages in the