

(c) Does not arise in view of (b) above.

(d) All concerned staff at Jangla, SDO (T) Rohru and DET Rohru have been instructed to make all out efforts to keep the exchange operational.

Penalty on the private operators

†931. SHRI JANESHWAR MISHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware of the fact that faulty mobile service has become incurable ;

(b) if so, the details of the steps taken by Government to improve the mobile service;

(c) whether Government are also aware of the fact that the proposal to penalize the operators have been put in shelves, if so the reasons therefor; and

(d) whether it is a fact that mobile operators are providing faulty services because TRAI has no authority to penalize them and Department of Tele-Communications is unconcerned about it; if so, the steps taken by Government to check it?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) with the expansion of subscriber base, mobile networks are to be upgraded by various service providers to meet Quality of Service (QoS) standards. This is a continuous process in terms of re-engineering of network by addition of more Base Transerivers Station (BTSS), adopting techniques such as installation of boosters and adoption of micro cell architecture. It is noticed that network upgradation excercise is not commensurate with the increase in subscriber base which, *inter-alia*, include installation of additional BTSS.

(b) The Government has taken steps to simplify procedures for clearance of sites for installation of towers apart from releasing more spectrum by co-ordination with existing users.

(c) In cases of violation of Licences conditions by telecom operators that come to the notice of the Government, appropriate action including levy of penalty is being taken by the Government from time to time.

†Original notice of question was received in Hindi.

(d) According to the procedure contained in Section 34 of the TRAI Act, to impose a penalty on service providers for violation of QoS, TRAI has to file a complaint before a Magistrate who will try the case. Further, Section 29 provides a maximum penalty of Rs. 1 Lakh for the first offence which the Magistrate can impose on the erring operators. In order to speed up the process, the TRAI has submitted a recommendation to the Government on 7th October, 2005.

Internet and E-mail facilities in the Post Offices

†932. SHRI JANESHWAR MISHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware of the fact that post offices in rural and backward tribal areas of the country have been provided with computer and internet facilities;

(b) if so, the State-wise details thereof;

(c) whether Government have found out the reasons for non-distribution of mail within a given time; if so, the reasons therefor; and

(d) whether Government have prepared any action plan to equip all post offices across the country with the e-mail facility and by when the action plan is likely to be implemented in all the post offices across the country alongwith the factual details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) 1046 Post Offices in rural and backward tribal areas of the country have been provided with computer facilities. 73 of these Post Offices have internet facilities.

(b) The State-wise details of Post Offices in rural and backward tribal areas having computer and internet facilities are given in the Statement (See below).

(c) Transmission of mail depends on air, rail and surface transport. Incidents of delayed delivery of letters at times are due to cancellation/late running of trains and state transport buses carrying mail, mis-sending of mail, incomplete and illegible addresses, incorrect PIN codes, handling of heavy seasonal mail during festival periods and change in residence of the addressees without intimation to the Post offices concerned.

†Original notice of question was received in Hindi.