

quality of service. Monitoring is done against a set of well defined Key Performance Indicators (KPIs) to ensure a consistent and good quality of service which would in-turn help the Department to contain any loss and/or damage to brand Speed Post.

Money transfer through mobile phone

†1599. SHRI MOTILAL VORA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that the Department of Posts, in collaboration with BSNL, is introducing the facility of money transfer through mobile;
- (b) whether such experiments have been done in the past also;
- (c) whether it is a fact that initially this scheme is being introduced in Punjab, Kerala, Bihar and Delhi only;
- (d) by when it would be launched at the national level; and
- (e) the time within which money will be provided to the concerned person through this process?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI): (a) to (c) The Department of Posts has introduced mobile Money Transfer service in collaboration with BSNL with effect from 15th November, 2012 in four Postal Circles viz., Punjab, Bihar, Delhi and Kerala. Introduction of the service was preceded by conduct of trial runs.

(d) The service would be reviewed and extended to other circles in a phased manner.

(e) Under the service, the recipient can receive money instantaneously from designated post office after receiving the secret code from sender.

BSNL offers for customers

1600. SHRI MOHD. ALI KHAN:

SHRIMATI T. RATNA BAI:

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

†Original notice of the question was received in Hindi.