

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) to (c) The Growth of all the Information Technology — Information Technology Enabled Services (IT-ITES) firms including mid-sized IT firms would depend on the global economic scenario and IT spending in the major markets of North America and Europe in 2013. However, as per National Association of Software and Services Companies (NASSCOM), the exports of IT-ITES is estimated at US \$ 75.8 Billion in FY 2012-13 as compared to US \$ 68.7 Billion in FY 2011-12. Government extends several incentives for Information Technology Sector. Under the Software Technology Parks (STP) scheme, which is administered by the Software Technology Parks of India (STPI), an autonomous society under Department of Electronics and Information Technology (DeitY), Ministry of Communications and IT, the IT-ITES units are eligible for various benefits such as Customs Duty exemption on imported goods, reimbursement of Central Sales Tax (CST) and Excise Duty exemptions on procurement of indigenously manufactured goods. Further, the Department of Commerce (DoC), Ministry of Commerce and Industry through Marketing Development Assistance (MDA) and Market Access Initiatives (MAI) Scheme assists exporters especially Small and Medium Enterprises (SMEs) for export promotion activities abroad. DoC has notified 235 IT-ITES specific Special Economic Zones (SEZs). Currently, the SEZs units are eligible for tax benefits as per Section 10AA of the Income Tax Act for a period of 15 years in a phased manner.

Measures to salvage BSNL and MTNL

1305. DR. JANARDHAN WAGHMARE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government is aware that the State owned BSNL and MTNL are in deep red and seeking bailout from Government;
- (b) if so, the facts and details thereof;
- (c) whether Department of Telecommunications proposes to take proactive and pre-emptive measures to salvage and save these two State-owned companies;
- (d) if so, the details thereof;
- (e) whether the work force of both the companies would be drastically reduced and various facilities be withdrawn; and
- (f) if so, by when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI): (a) and

(b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have incurred losses during the last three years and the details of losses for the year 2011-12 are as follows:—

	Losses during 2011-12 (in Rs. crore)
BSNL	(-)8851
MTNL	(-)4110

(c) and (d) Yes, Sir, Department of Telecommunications (DoT) and the senior management of BSNL and MTNL review the performance of these PSUs regularly. BSNL and MTNL have taken the following steps to increase their revenue and subscriber base:—

BSNL

- Strengthening of sales and distribution system.
- Special consumer retention camps.
- Monitoring of Quality of Service (QoS) parameters to adhere to the benchmarks stipulated by Telecom Regulatory Authority of India (TRAI).
- Continuous improvement in customer care through Project smile.
- Introduction of various attractive tariff plans and improved marketing strategies.
- Provision of Value Added Services including broadband services, Intelligent Network Services and broadband based value added services like Video/Games/Music on demand etc.

MTNL

- Plan to commission Convergent billing. This system will provide one bill for all services to a subscriber and address customer request for services, tariff etc.
- Reviewing of tariff for various products and services.
- Measures to facilitate easy payment of telephone bills.
- Online system for booking of different services and complaints for landline and mobile.
- MTNL is having Sanchar Haats in Delhi and Customer Service Centers (CSCs) at Mumbai, for customers to get various services like registration

for new service, duplicate bills of cellular connection, bill payment, Virtual Calling Cards etc.

In addition, DoT is engaged with these PSUs in formulation of measures for strengthening their financial position.

(e) and (f) BSNL and MTNL are utilising their work force as per their operational and commercial requirements. Both the PSUs decide themselves about the facilities to be extended/withdrawn for their employees.

**Complaints regarding distribution and utilisation of
MPLADS funds**

†1306. SHRI TARUN VIJAY: Will the Minister of STATISTICS AND PROGRAMME IMPLEMENTATION be pleased to state:

(a) the complaints received about the distribution and utilisation of MPLADS funds, the details thereof, State-wise, head-wise and category-wise along with the disposal thereof;

(b) whether complaints were received by Government regarding irregularities and unnecessary and unwarranted delay by Government officials associated with the MPLADS funds in the distribution of the above funds; and

(c) if so, the action taken against those officials?

THE MINISTER OF STATE OF THE MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION (SHRI SRIKANT JENA): (a) to (c) The Members of Parliament Local Area Development Scheme (MPLADS) was initiated in 1993. Funds are released by Government of India. Implementation is undertaken by District Authorities under the State Governments. Complaints regarding irregularities in implementation are received from time to time; they are sent to the State Governments for enquiry and appropriate action. The enquiry and appropriate action are undertaken by the State Governments. Data on State-wise and category-wise complaints and action taken is not maintained centrally in the Ministry of Statistics and Programme Implementation.

Food Parks Scheme

1307. SHRI DEVENDER GOUD T.: Will the Minister of FOOD PROCESSING INDUSTRIES be pleased to state:

(a) the reasons for discontinuing the Food Parks Scheme by the Ministry;

†Original notice of the question was received in Hindi.