(i)    Accessibility of Call Centre [Benchmark≥95%] and

(ii)   Percentage of calls answered by the operators (voice to voice) within 60 seconds [Benchmark ≥ 90%].

As per the Performance Monitoring Report for Basic Service (Wireline) for the quarter ending 30th September, 2012 and for Cellular Mobile Telephone Services for the quarter ending 31st December, 2012, the service providers are generally meeting the benchmark for the parameter accessibility of call centre. However, some of the service providers are not meeting the benchmark for the parameter Percentage of calls answered by the operators (voice to voice) within 60 seconds.

### Facility of free roaming

53.    SHRIMATI NAZNIN FARUQUE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)    whether it is a fact that Government plans to make the country roaming free;

(b)    if so, the details thereof;

(c)    the number of telecom companies providing such facilities; and

(d)    whether it would be tariff plan based or free of cost and by when the country would be roaming free?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) and (b) Sir, National Telecom Policy-2012 (NTP-2012) envisages "One Nation Free Roaming"

(c) and (d) This is a new policy initiative of the Government. Being a predominantly tariff related issue, as a first step, TRAI has floated a pre-consultation paper for public consultation.

### Implementation of e-Governance plan

54.    SHRI NARESH AGRAWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)    whether Government has taken any initiative to implement e-governance plans in the country;

(b)    if so, the details thereof;

(c)    if not, the reasons therefor; and

(d)    whether Government has taken steps to enroll State Governments and local bodies in thes programmes along with the details thereof?