

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) Sir, Mobile phone towers are deployed by the Telecom Service Providers as per the Radio Frequency (RF) Network planning based on various parameters such as quantum of spectrum used, type of network, geography/terrain of the area, number of Base Transmitting Stations deployed, tower sharing amongst the multiple service providers, population density of the mobile users, number of licensees in the service area etc. The density of mobile towers varies from place to place, country to country due to significant differences in the above mentioned parameters.

(b) As per the existing tariff framework, tariff for telecommunication access services is under forbearance except national roaming and rural fixed line services. The Telecom Service Providers have the flexibility to determine various charging components and the pulse rate applicable depending on the market conditions and other commercial considerations. As per this flexibility, telecom service providers have specified different duration as pulse rate for charging in terms of seconds and minutes.

(c) and (d) During the financial year 2012-13 upto January, 2013, Telecom Regulatory Authority of India (TRAI) has received 2419 complaints relating to billing and tariff including complaints relating to overcharging of tariff. The service provider-wise details of complaints are given below:—

BSNL	MTNL	Bharti	Tata	Reliance	Vodafone	Idea	Others	Total
122	36	745	345	329	505	194	143	2419

Further, TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, TRAI has been receiving complaints from consumers relating to unsatisfactory resolution of their complaints. The individual consumer complaints received in TRAI are forwarded to the concerned service provider for redressal.

National Postal Policy

514. SHRI AAYANUR MANJUNATHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has formulated or proposes to formulate a National Postal Policy for expansion and modernisation of the postal network;

- (b) if so, the details thereof along with the salient features of the draft policy;
- (c) the manner in which the policy is likely to make the Department adopt a financially viable revenue model;
- (d) whether the legislation to regulate the operation of courier services in the country has been formulated; and
- (e) if so, the details thereof and if not, the time by when it is likely to be done?

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

(a) No, Sir, the Government has not formulated a National Postal Policy. However, a proposal for National Postal Policy is under consideration.

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

(d) No, Sir.

(e) Does not arise in view of (d) above.

Losses of MTNL and BSNL

515. SHRI ARVIND KUMAR SINGH:

SHRI ALOK TIWARI:

SHRIMATI KUSUM RAI:

SHRI PRABHAT JHA:

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

- (a) the details of revenue and expenditure of MTNL and BSNL during 2012-13, so far;
- (b) whether MTNL and BSNL have recorded losses during 2009-10, 2010-11 and 2011-12;
- (c) if so, the details thereof;
- (d) the reasons for losses to MTNL and BSNL since 2009;
- (e) whether Government would inquire into the losses of MTNL and BSNL and fix responsibility in this regard;