

| Sl. No | State/Union Territory (UT) |
|--|----------------------------|
| Power Grid Corporation of India Limited (PGCIL) | |
| 1. | Jharkhand |
| 2. | Odisha |
| 3. | Telangana |
| 4. | Himachal Pradesh |
| 5. | Andhra Pradesh |

Delay of international posts by customs

1648. SHRI AMAR SHANKAR SABLE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether posts for International addresses are being delayed by Customs, causing delay in delivery of packages to consumers;

(b) if so, the reasons therefor; and

(c) the remedial measures taken in this regard?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) No, Sir.

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

Delay in postal operations due to lack of internet services

1649. SHRI AMAR SHANKAR SABLE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether postal operations are delayed due to lack of effective internet services, causing thereby difficulties to the citizens; and

(b) if so, the remedial measures being taken to resolve the same?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Yes Sir. In some offices, unstable internet services do hamper postal operations occasionally.

(b) Multiple safeguards have been built into the system to ensure stable internet connectivity for the post offices. Most of the Offices have been provided with two Network Service Providers, NSP-1 (BSNL) and NSP-2 (SIFY Technologies Ltd). The NSP-2 is used as back- up in case of any problem arising in NSP-1. Therefore, adequate redundancy has been built into the system. Monitoring of bandwidth utilization is done on real time basis to identify network problem. Service Level Agreements with