

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

penalties are in place with the Service Providers. To address operational problems, Circle Heads are authorized to upgrade bandwidth as and when required. In case of any network problems that arise as part of regular operations, a well managed response system has been set up. The project has a Help Desk wherein individual problems are raised, which are managed and resolved immediately.

Audit of CAFs by term cell

1650. SHRI P. L. PUNIA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of Customer Application Forms (CAFs) audited by the Telecom Enforcement, Resource and Monitoring (TERM) Cell in the last four years;

(b) the details of the number of non-compliant forms found during these audit processes, year-wise;

(c) the details of the number of non-compliant forms in the last four year, operator-wise;

(d) the number of cases where connections were found to be obtained *via* forged documents; and

(e) the details of other violations registered by the TERM Cell during their audit process?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Sir, as on 31.12.2015, a total of around 4.45 crore Customer Acquisition Forms (CAFs) of the acquired customers, by all TSPs, have been audited by the Telecom Enforcement, Resource and Monitoring (TERM) Cells during the last four years *i.e.* (2012, 2013, 2014, 2015)

(b) The details of number of non-compliant forms found during the audit of CAFs and related documents carried out by TERM Cells during the last four years *i.e.* (2012, 2013, 2014, 2015), year-wise, audited upto 31.12.2015 is given the Statement-I. (*See* below).

(c) The details of number of non-compliant forms found during the audit of CAFs and related documents carried out by TERM Cells during the last four years *i.e.* (2012, 2013, 2014, 2015), operator-wise, audited upto 31.12.2015 is given the Statement-II (*See* below).

(d) As on 31.01.2016, approximately 6.39 lacs mobile connections have been detected by TERM Cells which have been issued on apparently fake/forged documents during last 4 years *i.e.* (2012, 2013, 2014, 2015) and current year (upto 31.01.2016).