

New system of postal delivery

†2197. SHRI AMAR SHANKAR SABLE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government is contemplating to introduce a new system of postal delivery to deliver the speed post, registry and parcel on the same day of booking;

(b) whether Government is planning to start logistic services for postal delivery in all the district centres of Maharashtra;

(c) if so, the number of district centres where logistic service has been started so far; and

(d) the number of post offices in Maharashtra which are currently working under Core Banking System and whether any time-frame has been fixed for starting online services in all the post offices?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Yes, Sir. The Department of Posts has introduced the same day delivery service for Speed Post, Express Parcel and Business Parcel in select post offices of the country.

(b) and (c) No, Sir. However Logistics Post Service has been provided in 8 districts of Maharashtra.

(d) There are 2135 post offices in Maharashtra which are covered under the Core Banking Solution (CBS). However it has not been possible to cover 70 Post Offices in the State since they have been found to be technically not feasible.

False publicity of mobile networks by telecos

†2198. SHRI SHIV PRATAP SHUKLA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that certain mobile operators are making false publicity about their sound network, while the real condition is contrary to it;

(b) whether TRAI has taken action on the complaints received in this regard;

(c) whether TRAI has also issued guidelines that the mobile operators should keep their helpline number free-of-cost; and

(d) if so, the outcome thereof and if not, the reasons behind not keeping the helpline service free-of-cost?

† Original notice of the question was received in Hindi.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) At present, there is no mechanism in place for monitoring of the contents of advertisements/publicity campaign of the mobile operators about their network. As regards the quality of service performed by the service providers, Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service standards for 2G and 3G services through “The standards of Quality of Service for Basic Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009”.

As per the performance monitoring report for the quarter ending March, 2016, for cellular mobile telephone services, all the service providers are generally meeting the benchmarks related to the parameters for its 2G services. Non Compliance with the benchmarks is mostly observed in respect of the parameters (1) “Worst affected cells having more than 3% TCH (Traffic Channel) drop (call drop) rate” (2) “Worst affected BTSs (Base Transceiver Stations) due to downtime.”

As per the performance monitoring report for the quarter ending March 2016, for cellular mobile telephone services 3G services, all the service providers are generally meeting the benchmarks related to the parameters for its 3G services. Non Compliance with the benchmarks is mostly observed in respect of the parameters (1) “Worst affected cells having more than 3% TCH drop (call drop) rate and Circuit Switched Voice Drop Rate:- CBBH (Cell Bouncing Busy Hour)” (2) “Worst affected BTSs and Node-B’s due to downtime (percentage).”

(b) TRAI Act, 1997 does not envisage handling of individual consumer complaints. Complaints received in TRAI are forwarded to the concerned service providers for taking appropriate action. Accordingly, complaints against poor networks of service providers received in TRAI have been forwarded to the respective service providers.

(c) and (d) TRAI has laid down the framework for redressal of complaints by service providers through “The Telecom Consumer Complaint Redressal Regulations, 2012.” These regulations provide for a two tier complaint redressal mechanism *viz.* Complaint Centre and Appellate Authority. The complaint centre shall have a toll free consumer care number for lodging complaints and service requests. The service providers can also have a general information number at its complaint centre for information/enquiry. The IVRS (Interactive Voice Response System) access on this number is free but the service providers can charge nominal tariff for speaking to consumer care agent. The consumers can also lodge appeal with the Appellate Authority through the toll free consumer care number.