

- Parcel handling capacity has been augmented by establishment of 57 integrated Parcel Processing Centres and mechanising the pickup/delivery of parcels.
- Cash-on-Delivery facility especially for e-commerce companies has been provided as a value addition to the Speed Post and Express/Business Parcel.
- Same day/next day delivery of eCommerce articles in select cities has been started.
- Departmental Mail Motor Vehicles have been equipped with Global Positioning System (GPS) for better monitoring.
- Orders have been placed for procurement of vehicles for safe and secure transmission of express mail.

(c) and (d) Currently, there is no proposal under consideration of the Government for increasing the limit of deposit for single/joint account under the Post Office Monthly Income Scheme.

Statement

*Details regarding information of revenue generated by Speed Post, Express/
Business Parcel for last three years*

Year	Speed Post		Express/Business Parcel	
	Revenue (₹ in crore)	Percentage growth in revenue	Revenue (₹ in crore)	Percentage growth in revenue
2013-14	1372.21	8.78 %	77.63	-1.57 %
2014-15	1495.21	8.96 %	112.47	44.88 %
2015-16	1605.25	7.04 %	149.00	33.32 %

Data of smartphone and internet users in the country

3422. SHRI DEREK O'BRIEN: Will the Minister of COMMUNICATIONS be pleased to state:

- the State-wise data of smartphone users in the country;
- the State-wise data of internet users in the country;
- the State-wise data of digital transactions using debit/credit cards; and
- whether the Ministry is taking steps to enhance digital penetration in rural and urban areas, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (d) The information is being collected and will be laid on the table of the House.

Improving the services of MTNL and BSNL

†3423. DR. SANJAY SINH: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the amount of financial burden on MTNL;
- (b) whether MTNL is facing difficulties in improving its services due to heavy financial burden and debt;
- (c) the reasons for unsatisfactory services of Government undertakings, BSNL and MTNL; and
- (d) the measures being taken by Government to improve the services of MTNL and BSNL and by when these services will be improved?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) The financial burden in terms of Debt of Mahanagar Telephone Nigam Limited (MTNL), as on 31.10.2016 is as under:

(₹ in crore)

As on	Long Term	Bonds	Short Term/OD	Total
31.10.2016	2195	7513.97*	9311.51	19020.48

* Includes sum of ₹ 4533.97 crore raised through bonds for which principal and interest are payable by the Government of India. Therefore, the net financial burden on MTNL is ₹ 14,486.51 crores.

(b) Due to high staff cost and loan repayment charges, MTNL is incurring losses and requires loan from the market to meet its operational and staff expenditure. This has impacted MTNL efforts in improving services.

(c) Bharat Sanchar Nigam Limited (BSNL) and MTNL are providing telecom services in their respective license service areas and are meeting benchmarks of most of the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI) in respect of Landline/Broadband service. MTNL and BSNL are meeting benchmarks on all the TRAI's QoS parameters for Mobile service.

(d) Providing quality services is a continuous process. To improve services, the following steps are being taken by BSNL and MTNL:

† Original notice of the question was received in Hindi.