

is provided by Telecom Service Providers (TSPs) licensed under section 4 of the Indian Telegraph Act, 1885.

As per provisions in the Telecom Regulatory Authority of India (TRAI), Act, 1997, TRAI prescribes Quality of Service (QoS) parameters for telecom services, which includes benchmarks for network related parameters also. Further, TRAI *vide* “The Mobile Banking (Quality of Service) Regulations” dated 17.04.2012 and various amendments thereto; have set up Quality of Service (QoS) parameters to facilitate mobile banking.

TRAI monitors the performance of service providers through quarterly Performance Monitoring Reports (PMRs) and publishes the same on its website *www.trai.gov.in*. As per PMRs of June 2016, TRAI has observed that the service providers are generally complying with the benchmark for the network related parameters both for 2G (Second Generation) and 3G (Third Generation) mobile networks. From analysis of the quarterly performance monitoring reports of March, 2016 and June, 2016 available on TRAI website, it has been noticed that the performance of service providers, both for 2G and 3G networks, has improved in respect of most of the parameters during the quarter ending June, 2016 over the previous quarter ending March, 2016.

The data transmission for banking transactions is miniscule compared to the total data transactions in the telecom networks. As such, the existing telecom network is capable of handling additional banking transactions on mobile phones even after demonetization without any difficulty. There is no major effect after demonetization across the country and no major complaints have been received from the customers in this regard.

Poor MTNL services in Vasant Vihar

3426. DR. R. LAKSHMANAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL services in New Delhi, particularly in CPWD Colony, Vasant Vihar area, is very poor;

(b) whether inspite of repeated complaints, there is no improvement in the services of MTNL and problem of frequent call drop and network connectivity still persists;

(c) whether due to poor services, subscribers of MTNL are migrating to other Telecom Service Providers (TSPs) under Mobile Number Portability (MNP); and

(d) whether any financial disincentives will be imposed against MTNL for failure to comply with benchmark services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) and (b) Mahanagar Telephone Nigam Limited (MTNL) has informed that to address dark spots in CPWD Colony, Vasant Vihar area, it is adding one more Node-B (3G) Base Transceiver Station (BTS) for improving coverage.

(c) Due to various reasons, customers port-out as well as port-in to MTNL under Mobile Number Portability (MNP) scheme.

(d) If MTNL falls below Quality of Service (QoS) benchmarks prescribed by Telecom Regulatory Authority of India (TRAI), then MTNL is liable for financial disincentive imposed by TRAI.

Post Offices in Chhattisgarh

†3427. SHRI RAM VICHAR NETAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the State-wise number of main post offices, postoffices and sub post-offices functional in the country, particularly Chhattisgarh;

(b) the number of post offices proposed to be opened in Chhattisgarh during the current financial year;

(c) whether Government has any proposal to computerise all post offices in the country including Chhattisgarh, if so, the details thereof; and

(d) whether Government proposes to initiate new financial services under Digital India Programme and make post office-based banking facility all the more user-friendly for convenience of people living in naxalite affected rural areas of Chhattisgarh, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) The State/UT-wise number of Head Post Offices (HOs), Sub-Post Offices (SOs) and Extra Departmental Branch Post Offices (BOs) functional in the country including Chhattisgarh (as on 31.03.2016) is given in Statement-I (*See below*).

(b) 6 Extra Departmental Branch Post Offices and 6 Sub-Post Offices are proposed to be opened in Chhattisgarh by relocation and redeployment during the current financial year 2016-17 under the Plan Scheme – “Rural Business and Access to Postal Network”.

(c) All Departmental Post Offices in the country including Chhattisgarh have been computerised.

† Original notice of the question was received in Hindi.