

- (vi) Access to building including CTI facilities be available to the TSPs on a fair, transparent and non-discriminatory manner and minimum three TSPs/IP-Is should have presence in the building.

The recommendations of TRAI are under consideration.

Making post offices compatible for physically challenged persons

1176. SHRI ANUBHAV MOHANTY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Ministry has received official notification with regard to making post offices compatible for the physically challenged persons with wheel chair;

(b) whether despite repeated requests and reminders, the sub-post office at Yelahanka Old Town, Bengaluru (Pin-560064) has refused to make its post office compatible for physically challenged persons with wheel chair; and

(c) whether the Ministry will take action against the erring officers and make all buildings under its charge compatible for the differently-abled persons?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) The Department of Posts has received official notification from the Ministry of Social Justice and Empowerment regarding provisions for making government buildings accessible for persons with disabilities within the limits of their economic capacity and development.

(b) Yelahanka Old Town Post Office is located on the ground floor and it is easily accessible to the physically challenged persons with wheel chair. No request/complaint has been received about any inconvenience faced by physically challenged persons with wheel chair visiting the Yelahanka Old Town Post Office.

(c) Department of Posts, Ministry of Communications, is making all out efforts to make all departmental buildings under its charge compatible for the differently abled persons within the available funds in a phased manner and, therefore, situation warranting action against erring officials does not arise. Construction of ramps and rails in all new post office departmental buildings has been made a mandatory feature.

Non-issuance of mobile bills by operators

1177. SHRI RAM KUMAR KASHYAP: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether several mobile phone operators do not issue bills to their subscribers and keep on reminding them about non-payment of bills on phone;

(b) if so, the reasons for not issuing the bills to the subscribers by the mobile phone operators; and

(c) the steps taken to stop harassment of subscribers by mobiles phone operators?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (c) Sir, as reported by the Telecom Service Providers (TSPs) and Telecom Regulatory Authority of India (TRAI), bills are issued by all the TSPs in accordance with TRAI Regulations/amendments released in context of Issuing Bills to the subscribers. In this regard, TRAI has issued Telecom Tariff Order (TTO) 46th amendment dated 24th January, 2008; letter dated 23rd June, 2011; and Telecom Consumers Protection Regulations (TCPR) dated 6th January, 2012.

For Post-paid subscriber, the hard copy of bills are being dispatched to the subscribers free of cost periodically as per the guidelines prescribed in TTO 46th amendment; and the subscribers who have opted-in for electronic bill as prescribed in TRAI letter dated 23rd June, 2011, are sent *via* email.

For Prepaid Subscriber, bills are also provided as per TCPR on request basis. The prepaid subscribers have various options to raise their request i.e. by calling consumer care number of respective Telecom Service Provider, writing to customer care email address or requesting in person at customer care centre by paying nominal charges.

For protecting the interests of consumers by way of enhancing the transparency of the bills, TRAI vide direction dated 4th May 2007, mandated the service providers about the various fields of information to be included in the bill. Also, as per the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006, the service providers have to audit their metering and billing system every year through any of the auditors from the panel notified by TRAI and they have to file an audit report with TRAI by 31st July of every year and Action Taken Report on audit observations by 15th November every year. In this audit, the timeliness of issue of bills and delivery of bills through contracts with delivery agents are audited and reported in the audit report. The audit reports for 2015-16 submitted to TRAI by the service providers do not contain any adverse observations in this regard.

Telecom towers in villages

†1178. SHRI AMAR SHANKAR SABLE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether opportunities of social activities being undertaken through digital services and e-Governance employment are increasing in those villages and areas

† Original notice of the question was received in Hindi.