

stents. National Pharmaceutical Pricing Authority (NPPA) has since notified the ceiling price of Coronary Stent *vide* its notification dated 13th February, 2017 at INR 7,260/- for Bare Metal Stent and INR 29,600/- for Drug Eluting Stents (DES) including metallic DES and Bioresorbable Vascular Scaffold (BVS)/ Biodegradable Stents. The average MRP before this notification was INR 45,100 for Bare Metal Stent (BMS) and INR 121,400 for Drug Eluting Stent (DES). Price regulation has brought down the prices of stents (BMS 74% and DES 85%).

Decline in the use of postal services

1804. SHRI TIRUCHI SIVA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of various services provided by the Department of Posts in the country and the revenue being earned by each of these services over the last three years;

(b) whether it is a fact that there has been a declining trend in the use of various postal services; and

(c) if so, the service-wise details thereof over the last three years?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) The Department of Posts provides postal services to the public through a large nationwide network of Post Offices. Besides providing purely postal services, post offices perform agency functions like Saving Bank, payment of pension, sale of Cash Certificates etc. on behalf of other Ministries/Departments of the Government of India/Other Organizations. The total revenue earned by these services during the last three years is as under:—

	(₹ in crore)
2013-14	10730.42
2014-15	11635.98
2015-16	12939.79

(b) and (c) The Revenue of Department of Posts from various services is classified under Five (5) major heads. There is an increasing trend in revenue in 3 Major heads, [(a) Postage realised in cash from speed post, Registry, Business post, Parcels, etc, (b) Commission from Savings Bank, (c) Other major receipts]. There is a decline in 2

heads of revenue (A) Sale of Stamps and (B) Commission on Money Orders and Indian Postal Orders etc. The details are as below:—

	(₹ in crore)		
Services	2013-14	2014-15	2015-16
Sale of Stamps	670.67	576.18	441.75
Commission on Money Orders and Indian Postal Orders etc.	606.89	641.98	464.84

IVRS to obtain feedback of subscribers on call drops

1805. SHRI ANUBHAV MOHANTY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Ministry has rolled out an Interactive Voice Response System (IVRS) to obtain a feedback from the subscribers on the issue of frequent call drops;

(b) the action proposed to be taken against the service providers who are found to be indulging in creating deliberate call drop in order to earn extra profit; and

(c) whether Government will ask all those service providers found to be guilty to give call credit to its subscribers who had to pay in excess due to call drops?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Yes, Sir. In order to obtain direct feedback from subscribers on call drops, Department of Telecommunications (DoT) has launched an Integrated Voice Response System (IVRS) system using toll free short code 1955 initially in 5 States *i.e.* Delhi, Mumbai, Uttar Pradesh, Uttarakhand, Maharashtra and Goa on 23rd December, 2016 and subsequently in all other States.

The feedback of subscribers is shared with the respective Telecom Service Providers (TSPs) every week, with the direction that they should contact their subscribers by phone or SMS to get further details about the exact problem and take suitable action to solve the issue of call drop in a time-bound manner.

(b) and (c) For assessing the performance of service providers including call drops, Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) standards for cellular mobile telephone service through regulations issued, from