

www.trai.gov.in for information of stakeholders, forcing the service providers to improve its service.

- Imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.
- The TRAI analytics portal www.analytics.trai.gov.in provides a graphical view on the map of India the performance of the 2G service providers on call drop (on all India level, service area level, district level and Base Transceiver Station (BTS) level), BTS density per square kilometer and network utilisation so that the consumers can have informed choice based on quality of service.
- TRAI has recently revised the framework for assessing Call Drop and prescribed two new parameters in this regard. The new Drop Call Rate (DCR) parameters and benchmarks reflect performance of network in a better way.

The continuous efforts put-in by Government, TRAI and Telecom Service Providers have resulted in consistent improvement in compliance to Telecom Regulatory Authority of India's (TRAI) Quality of Service Benchmarks. Further, Government's initiatives and augmentation in the installation of BTS has resulted in improvement and expansion of mobile phone coverage in the country.

Improving services of Speed Post

375. SHRI SAMBHAJI CHHATRAPATI: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the efficiency of most of the private courier agencies in the country is considered better than the Speed Post service of India Posts;
- (b) if so, the major factors due to which private courier agencies have gained better creditability;
- (c) whether Government has any plans to improve Speed Post services at par with private courier agencies; and
- (d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) and (b) The traffic and revenue of Speed Post has shown

continuous growth over the years indicating the trust of the customers in the service. The Comptroller and Auditor General (CAG) has also mentioned in its 20th report of 2015-Union Government, Communications and IT Sector laid in the Parliament, at Chapter-III, "The delivery performance of Speed Post was better than those of private couriers in major cities, at the tehsil level and at village level."

The traffic and revenue generated from Speed Post for last three years is as follows:—

Year	Traffic (in crore)	Revenue (₹ in crore)
2015-16	41.43	1605.25
2016-17	46.31	1783.00
2017-18	46.38	1846.60

(c) and (d) Department of Posts reviews its services and products from time to time in view of the changing needs of the market and customers, industry benchmarks etc. and takes steps to improve service features and introduce new value additions to meet the customer expectations. Some of them are as follows:—

- Online track and trace system for Speed Post has been strengthened. Complete end to end status of an article can be tracked on the website of the Department of Posts by logging onto www.indiapost.gov.in. In addition to this, status of an article can also be tracked through mobile application.
- SMS alert has been introduced to provide delivery status of articles to customers.
- Cash-on-delivery facility especially for e-Commerce companies has been provided as a value addition to the Speed Post.
- Book Now Pay Later (BNPL) and National Account Facility have been introduced under Speed Post for contractual customers.
- Apart from delivery through postman, Outsourced Postal Agents Scheme has been introduced with a view to extend door step delivery of various kinds of articles and pickup from customer's premises.

- Mobile phones have been provided to postman for delivery through postman mobile app to capture delivery on real time basis.
- Computerization, infrastructure and site upgradation of sorting and mail processing offices has been carried out.
- Dedicated point to point road transport for fast and secure transmission of Speed Post articles has been introduced.
- Departmental vehicles have been equipped with Geo-Positioning-System (GPS) for monitoring their movement on real time basis.
- Nodal Mechanized Delivery Centres for delivery of Speed Post articles have been established in selected cities.
- Quality Monitoring Cells have been established in the circles to monitor mail performance. Centrally, through the Mail Network Optimization Project, the mail movement has been rationalized and is monitored on a regular basis.

Common Civil Code in Goa

376. SHRI AMAR SINGH: Will the Minister of LAW AND JUSTICE be pleased to state:

(a) whether Government is aware that Goa has had Common Civil Code since 1965, which is applicable to all citizens irrespective of caste; and

(b) if so, whether Government proposes to implement it in the remaining States and if so, when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF LAW AND JUSTICE (SHRI P.P. CHAUDHARY): (a) Yes, Sir.

(b) No, Sir. In view of the various personal laws applicable to different communities and different regions, the Goa Civil Code cannot be implemented in other parts of the country.

Speed of 4G internet

377. SHRI KAPIL SIBAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the data regarding total number of mobile users in the country the State/UT/ operator-wise details thereof;