
(vii) Philately Services:

- (a) My stamp
- (b) Philatelic Deposit Account
- (c) Commemorative Stamps

(viii) Other Services

- (a) Indian Postal Order
 - (b) Identity Card
 - (c) Post Box
 - (d) Post Bag
 - (e) Jeevan Pramaan - Digital Life Certificate
 - (f) Post Office Passport Seva Kendras (POPSKs)
 - (g) Aadhaar Enrolments and Updation Centres
 - (h) Sale of Gangajal
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Online transactions in rural areas

†1145. SHRIMATI KAHKASHAN PERWEEN: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that Government is seriously encouraging online transactions (payment, etc.);
- (b) if so, whether Government is aware of the fact that not only rural but the urban areas are also facing grave problems due to call drop and network congestion; and
- (c) if so, the details of steps being taken by Government to deal with the problem of call drop and network congestion?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI DHOTRE SANJAY SHAMRAO): (a) Yes, Sir. The Government is seriously encouraging online transactions and has taken several steps to promote the Digital Payments etc. as detailed below:—

†Original notice of the question was received in Hindi.

- The Ministry of Electronic and IT, Government of India is executing a project namely “Common Services Centre (CSC) 2.0” since August, 2015 under Digital India Programme, which is aimed to set up of at least one CSC (internet enabled kiosk) at Gram Panchayat (GP) level to cover all the 2.5 lakh GPs across the country. The key objective of CSCs is to deliver various citizen centric services, such as, Government to Citizen (G2C), Business to Citizen (B2C) services, financial inclusion services, educational services, skill development services etc. As on 30th September, 2019, the number of functional CSCs (Urban and Rural) across the country is 3,36,980 CSCs, of which 2,62,654 CSCs are functional at Gram Panchayat level.
- BharatNet project is being implemented in a phased manner to provide broadband connectivity to all the Gram Panchayats (approx. 2,50,000) in the country. As on 07.11.2019, by laying 3,80,988 km. Optical Fibre Cable (OFC), a Total of 1,40,668 Gram Panchayats (GPs) have been connected, out of which 1,27,393 GPs have been made Service Ready. In addition, 983 GPs have been provided connectivity through satellite media. As part of BharatNet project, the Last Mile connectivity, through Wi-Fi or any other suitable broadband access technology, is funded from USOF for two Wi-Fi Access points (hotspots) per GP.
- Under the Digital Saksharta Abhiyan (DISHA), Digital Finance for Rural India Creating Awareness and Access (DFIAA) scheme was initiated in November 2016, for conducting awareness sessions on digital finance options available for rural citizens as well as enabling various mechanisms of digital financial services such as Unstructured Supplementary Service Data (USSD), Unified Payment Interface (UPI), Cards/Point of Sales (PoS), Aadhaar Enabled Payment System (AEPS) and e-Wallet etc. Under this programme, more than 2 crore beneficiaries and more than 27 lakh Merchants were trained/enabled. In addition, sensitization drives were carried out at 650 Districts and 5,735 Blocks throughout the country.
- The Government of India has approved a scheme titled “Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)” to usher in digital literacy in rural India by covering 6 crore rural households (one person per household) by 31.03.2020. The Implementing Agency of the Scheme has so far conducted 128 State Level workshops and 1082 District Level awareness workshops for the training centres. As on 15th November, 2019, more than 2.93 crore candidates have been enrolled and around 2.29 crore have been trained.

- Digital Payments Dashboard (*digipay.gov.in*) launched on 13th February, 2018, DigiVaarta was launched in Delhi on 28th September, 2018, with the express intention of spreading awareness on DigiDhan, and also to spread popularity of BHIM's barcode-based merchant payment mode with merchants and traders at large.
- Awareness campaigns were undertaken in 100 smart cities in coordination with Ministries/Departments for promotion of digital payment including BHIM. Further, Government has waived-off Merchant Discount Rate (MDR) applicable on Debit Card/BHIM UPI/Aadhaar-Pay transactions less than or equal to ₹ 2000/- in value for a period of two years with effect from 1st January, 2018 also had initiated incentive schemes such as BHIM cash back scheme for individuals, BHIM incentive scheme for merchants, BHIM Aadhaar merchant incentive scheme for promotion and wider adoption of digital payment.
- Government is coordinating with Ministries/Departments/States to enable digital payment acceptance infrastructure for various utilities like Electricity/Water/Gas/ Telecom/DTH and National Common Mobility Card (NCMC) for digital payments. Meity is working with IRCTC, leading newspapers in India to promote BHIM across all the nook and comers of India including various FM campaigns, Digital Theatre campaigns and hoarding campaigns to promote BHIM in India.

(b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of telecom service providers against the benchmarks for various Quality of Service parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). The performance is assessed for a Licence Service Area (LSA) as a whole.

The network congestion is assessed through the parameters "Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable (within licensee's own network) (benchmark $\geq 95\%$)", "SDCCH/ Paging Channel Congestion/ RRC Congestion (%age) (benchmark $\leq 1\%$)", "TCH, RAB and E-RAB Congestion (%age) (benchmark $\leq 2\%$)" and "Point of Interconnection (POI) Congestion (No. of PoIs not meeting the benchmark) (Averaged over a period of quarter) (benchmark $\leq 0.5\%$)". Further the call drop is assessed through parameters "Network QoS DCR (Call drop-rate) Spatial distribution measure or DCR Network-QSD(90,90) (benchmark $\leq 2\%$)" and "Network QoS DCR temporal distribution measure or DCRNetwork_QTD(97,90) (benchmark $< 3\%$)".

As per the PMR for the quarter ending September 2019, for Cellular Mobile Telephone Services all the service providers, are largely complying with benchmark for all the network parameters. The details regarding non-compliance with the benchmarks are given in Statement (*See below*).

(c) In order to facilitate improvement and expansion of telecommunication services including redressal of call drop issues, the Government has initiated a series of measures which includes:—

- (i) Making available sufficient spectrum including auction of 965 MHz in 2016.
- (ii) Allowing Spectrum Sharing, Trading and liberalisation of administratively allocated spectrum as per the guidelines to facilitate efficient utilisation.
- (iii) Permitting sharing of active as well as passive infrastructure by the telecom service providers for achieving higher utilisation efficiency.
- (iv) Notification of Indian Telegraph Right of Way Rules, 2016 in November, 2016
- (v) Facilitating use of Government estate/buildings for installation of mobile towers on multiple-sharing basis.
- (vi) Independent Drive Tests (IDTs) of mobile service and network by DoT field units.
- (vii) Launching of various schemes under USOF subsidy.
- (viii) To eliminate dark spots.
- (ix) To increase no. of BTS/Towers to cater to more traffic and to increase coverage.

As a result of continuous efforts, around 15.57 lakh additional Base Transceiver Stations (BTSS) for mobile services (2G/3G/4G-LTE) have been added by Telecom Service Providers (TSPs) during the period from April, 2014 (6.49 lakh BTS) to 21st November, 2019 (22.06 lakh BTS). Also, Total number of Internet subscriber has increased to 665.31 million (in June, 2019) from 259.14 million (in June, 2014).

Further, in order to obtain direct feedback from subscribers, DoT has launched an Interactive Voice Response System (IVRS) since December, 2016 wherein around 3.23 crore subscribers have been individually contacted out of 45.18 lakh subscribers who participated in the survey and 25.99 lakh subscribers have reported call drops. The feed-

back is shared with the Telecom Service Providers (TSPs) every week for taking corrective actions in a time-bound manner. As reported by TSPs, about 1.14 lakh individual cases of call drops are resolved.

Statement

Details of instances of non-compliance by TSPs with the TRAI benchmarks

Parameter	Benchmark	Service Provider	Service Area	Performance
SDCCH/Paging	<=1%	VIL-Brand Idea	Jammu and Kashmir	7.73
Channel Congestion/ RRC Congestion (%age)		VIL-Brand Vodafone	Jammu and Kashmir	7.73
TCH, RAB and E-RAB Congestion (%age)	<=2%	VIL-Brand Idea	Uttar Pradesh-West	2.76
Network QoS DCR Spatial Distribution Measure [Network- QSD (90,90)]	<=2%	BSNL	West Bengal	8.86
Network QoS DCR Temporal Distribution	<=3%	BSNL	West Bengal	10.34
Measure [Network- QTD (97,90)]		VIL-Brand Idea	Jammu and Kashmir	4.23
		VIL-Brand Vodafone	Jammu and Kashmir	4.23

Development in North-Eastern Region

1146. SHRI DEREK O' BRIEN: Will the Minister of DEVELOPMENT OF NORTH EASTERN REGION be pleased to state:

- (a) the Budgetary allocation for the Ministry in the year 2019-20, the details thereof;
- (b) the amount spent by the Ministry in the current fiscal, of the budgetary allocation, the details thereof;
- (c) the number of developmental projects taken up by Government in the North-Eastern Region, during the last five years and its status of completion, the details thereof; and
- (d) initiatives taken by Government to expedite the completion of projects, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF DEVELOPMENT OF NORTH EASTERN REGION (DR. JITENDRA SINGH): (a) and (b) The Budgetary allocation (Budget