

**Norms for allotment of STD/ISD PCOs**

1667. SHRI BASHISTHA NARAIN SINGH : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether any norms have been laid down for allotment of STD/ISD PCOs in the country;

(b) if so, the details thereof;

(c) whether Government have received any complaints about allotment of PCOs in the recent past; and

(d) if so, the corrective steps taken in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SANJAY PASWAN): (a) and (b) Yes, Sir. According to the present policy, PCOs are allotted liberally to all applicants who are of 18 years and above without any restriction of educational qualifications subject to technical feasibility and completion of commercial formalities.

(c) and (d) Yes, Sir, Some complaints have been received in this regard. Action, as per the guidelines, has been initiated- PCOs allotted to handicapped persons on fraudulent documents are disconnected.

**Quality of Telecom Service**

1668. SHRI P. K. MAHESHWARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that the overall level of quality of service in the Indian Telecom Sector has been found to be poor despite registering impressive growth in the past few years;

(b) if so, whether the TRAI has found in its first survey on quality standards that private operators were providing comparatively better quality of service than BSNL and MTNL;

(c) if so, the details of the said survey report; and