

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:2202
ANSWERED ON:07.08.2000
SUB STANDARD QUALITY OF ESSENTIAL SERVICES
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Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government are aware of the sub-standard quality of essential services in posts, telegraph and telecommunication sector in Bihar;
- (b) if so, whether the quality of these services are required to be improved; and
- (c) if so, the details of the directives issued in regard to improve the posts, telegraph and telecom services in Bihar circle?

Answer

THE MINISTER OF STATE FOR COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) POSTAL SERVICES:

The quality of essential services in Bihar Postal Circle is generally satisfactory. However, occasional complaints are received against postal services. These are immediately got enquired into and prompt redressal is ensured.

TELEGRAPH SERVICES:

The quality of telegraph service in Bihar is quite satisfactory. The quality of service measured in terms of percentage of telegrams delivered within 12 day light hours during the last 5 years, with reference to targets/achievements are as given below:

Year Target Achievement

95-96	93	93.5
96-97	94	92.4
97-98	93	95.6
98-99	94	94.7
99-2000	93	92.6

TELECOMMUNICATION SERVICES

The quality of essential services in Telecom. Sector in Bihar is quite satisfactory.

(b) & (c)

POSTAL SERVICES: Improvement in the quality of postal services is a continuing exercise and steps taken, in this regard, in Bihar Circle include the following:

- (i) The delivery of mails is closely monitored both at the field and headquarters level and necessary corrective steps taken wherever deficiencies are noticed.
- (ii) Mail handling is being modernised and computerised in the mail offices. So far 11 Mail Offices in Bihar have been modernised and registration work in two offices has been computerised.
- (iii) Expansion of the postal network and improved services ensured during the year 1999-2000 through 51 new Extra Departmental Branch Post Offices including two in Tribal areas, 40 new Panchayat Sanchar Sewa Kendras, 6498 new letter boxes installed, three new running sections for mail conveyance and 64 multi-purpose counter machines in postal counters.
- (iv) For prompt settlement of public grievances, effective drives were launched. Four computerised Customer Care Centres were opened during the year 1999-2000.

TELEGRAPH SERVICES:

Telegraph services in Bihar have been modernised by inducting microprocessor based electronic message switches like Store and Forward Message Switching Systems (SFMS) and, Electronic Key Board Concentrators (EKBCs). Two SFMS, 6 sixteen line concentrators and 5 Electronic Key Board Concentrators have been provided to link and network telegraph offices for quick transmission of telegrams. Also the rates of promotional incentive money to telegraph messengers have been enhanced for expeditious delivery of telegrams. The improvement in the quality of service is an ongoing process. Efforts are made continuously to improve the quality of services.

TELECOMMUNICATION SERVICES

(b) Does not arise in view of (a) above.

(c) To further improve the services, the following steps are taken by the Department.

- (i) Upgradation and rehabilitation of external plant.
- (ii) Laying of underground cable in ducts.
- (iii) Providing reliable media of OFC/digital UHF.
- (iv) Introduction of 5 pair PIJF cable to subscriber premises.
- (v) Computerisation of fault repair and customer services.
- (vi) Introduction of IVRS systems for booking the complaint.
- (vii) Opening of internal DPs in multi-storey buildings.
- (viii) Provision of pagers to line staff.