

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3022
ANSWERED ON:23.08.2006
STEPS TO CHECK VIOLATION OF PCOS RULES .
Mohite Shri Subodh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) Whether the BSNL is losing over Rs.500 crores in commission every year due to PCOs being used for personal business;
- (b) If so, the details thereof;
- (c) Whether the BSNL has any mechanism to prevent misuse of PCOs by its owners;
- (d) If so, the details thereof; and
- (e) The steps taken by the BSNL to stop violation of PCOs rules?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) & (b) Sir, Bharat Sanchar Nigam Limited (BSNL) does not bar using a PCO for personal business purposes, provided the PCO is also accessible to the public. So the commission amount on such PCOs are not reckoned as loss to BSNL.
- (c) & (d) Yes Sir, the mechanism followed by BSNL to prevent misuse of PCOs by the franchisees are as below:-
 - (i) Only type approved charge indicators working on metering pulse from exchange are allowed to be used by the PCO franchisees.
 - (ii) The PCO booth display board and the rate chart are required to be displayed prominently for public access and due information respectively.
 - (iii) Periodic surprise checks are carried out by staff to check any kind of misuse including tampering with the charge indicators installed by the franchisees.
- (e) Surprise checks of the PCO franchisees are carried out by the field staff and by Vigilance Cells of the circles to ensure that the guidelines of provision of PCOs are followed scrupulously by the PCO franchisee. Actions including closure of PCOs are taken against the PCO franchisee found to be violating the guidelines.