GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3108
ANSWERED ON:12.03.2003
SERVICES BY MTNL
AJAY SINGH CHAUTALA

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

(a) whether the services of MTNL and its mobile services are not up to the mark;

(b) if so, whether the Government have received any complaints regarding the services of Garuda etc; and

(c) if so, the steps taken to improve the services?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) Sir, overall quality of services of MTNL including its cellular Mobile Services (Dolphin) are at satisfactory level.

(b) Some complaints in respect of its Garuda, Wireless in Local Loop - Mobile (WLL-M) Services in MTNL, Mumbai were received which include coverage problem in some areas, unavailability of Calling Line Identification Presentation (CLIP), false ring back tone and quality of handsets.

(c) The steps taken to improve the quality of Garuda and Mobile Services are given in the Annexure.

ANNEXURE

The steps taken to improve the quality of Garuda and Mobile Services are given below:

1. Expansion of the existing network and enhancing the coverage in all major areas in a phased manner.

2. Provision of CLIP facility during the expansion of the network.

3. Problem regarding false ring back tone being pursued with the vendor M/s. Fujitsu, for early solution.

4. Better quality of handsets being procured.

The following steps are being taken to improve the Cellular Mobile services further:

1. Continuous Radio Frequency optimization is being carried out to improve signal strength.

2. More Base-Trans-Receiver (BTS) are being added to provide uniform coverage in the entire service area.

3. 25 seats call centre in Mumbai and 20 seats call centre in Delhi have been provided for better customer care.

4. New customer care centres are being opened to provide easy access by the customers.