

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

UNSTARRED QUESTION NO:1025

ANSWERED ON:09.03.2005

DECLINE IN MTNL SERVICES

Prasad Shri Hari Kewal;Yadav Shri M. Anjan Kumar

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

(a) whether there has been any decline in the quality of telephone services being provided by the Mahanagar Telephone Nigam Limited (MTNL);

(b) if so, the reasons therefor; and

(c) the corrective measures taken by the Government in this regard?

Answer

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

(a) No, Sir. The quality of service has rather improved in most of the parameters which is evident from the comparative statement of last two surveys conducted by Telecom Regulatory Authority of India as given in Annexure-I.

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

(c) Various measures taken by Mahanagar Telephone Nigam Limited for improvement of services/retention of customers are given in Annexure-II.

ANNEXURE - I

Comparative Statement of Achievements made by MTNL as per survey conducted by TRAI

Sl. No.	Parameter	Achievement during January to September 2004		Achievement during July to March 2004	
		Delhi	Mumbai	Delhi	Mumbai
1	Provision of new connection within 7 days	60	8	86.58	26.95
2	Fault incidence/ 100 subscriber/ month	23.91	12.6	21.76	16.83
3	Fault repair by next working day(%)	71	61	81.11	77.45
4	Grade of service	0.001	00	0.0006	0.0004
5	Shifts executed within 3 days(%)	22	2	62.69	22.23
6	Requests for closure within 24 hours (%)	90	8	100	67.70
7	Request for additional facility within 24 hours (%)	49	95	88.35	80.69
8	Percentage of repeat fault within 30 days	17	17	16.34	17.82
9	(%) Mean time to repair < 8 hours	11.6	25.48	12.80	34.16
10	Call Completion rate in local network > 65%	60	55	45	51.63
11	Metering and billing credibility < 0.1%	0.14	0.1	0.11	0.16

Fault incidences as well as Repeat faults as per DoT norms are to be measured w.r.t. No. of stations, while TRAI has been calculating these parameters w.r.t. DELs and No. of faults respectively.

ANNEXURE - II

MTNL has undertaken various measures to improve the telephone services are as follows:

- (i) Replacement of E-10B Technology Switches, by state of art Digital exchanges.
- (ii) Replacement of telephone instruments, which are older than five years or repaired more than two times in a phased manner.
- (iii) Rehabilitation of External Plant and reduction of subscriber loop length by planning more remote switch units/Remote Line Units/Concentrated Line Equipments/Digital Loop Concentrator etc.
- (iv) Replacement of paper core underground cables by jelly filled cable/optical fibre cable.
- (v) Introduction of Wireless technology including Cordect, WLL etc.
- (vi) MTNL is also providing cellular mobile, WLL technology based services and broad band Internet Services at affordable price.
- (vii) MTNL has also taken several measures to improve customer satisfaction by opening Sanchar Haats/customer service centres, introduction of Interactive Voice Response Systems (IVRS), by organising telephone adalats to address speedily the grievance of customers.