

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

UNSTARRED QUESTION NO:4197
ANSWERED ON:21.12.2005
IMPROVEMENT IN CUSTOMER SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether there is no improvement in customer services after corporatisation of the Telecommunications Department;
- (b) if so, the reasons therefor;
- (c) whether the Government has issued any guidelines to the Bharat Sanchar Nigam Limited (BSNL) and the Mahanagar Telephone Nigam Limited (MTNL) to improve customer services;
- (d) if so, the details thereof;
- (e) whether there has been an increase in the number of cases about customer services in consumer courts; and
- (f) if so, the steps taken by the Government to check this increasing trend?

Answer

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

(a) & (b) Improvement in customer services is a continuous process. As per records of BSNL/MTNL available with us there has been improvement in respect of provision of new telephone connections and shifting of telephones. However, due to tremendous growth in wireless telephones, problems of congestion have been noticed on account of inadequate infrastructure commensurate with the growth. In case of wireline telephones, the performance of BSNL and MTNL in respect of parameters related with fault incidence and clearance of faults is below the prescribed bench mark due to legacy network requiring upgradation.

(c) & (d) To provide satisfactory service to the consumers by the Telecom Service Providers, Telecom Regulatory Authority of India (TRAI) has prescribed revised Quality of Services (QoS) benchmarks vide its regulation issued on 8th July, 2005.

(e) & (f) With the increasing customer base, the number of cases have increased in absolute terms but percentage wise there is no appreciable increase. The steps taken to improve the customer services are given in the Annexure.

ANNEXURE

Steps taken to Improve Customer Services

Simplification of application forms for new telephone connection, Shift and Add on facilities.

Establishment of customer service centers with `Single Window Concept`.

Introduction of nomination facility and the receipt of multiple telephone connections in single application form.

Training of staff on customer care, behavioural aspects, new services, tariff plans etc.

Introduction of Automatic cheque collection machines for payment of bills.

Holding of Telephone Adalats and Open House Sessions regularly.

Connecting all exchanges on reliable digital media.

Replacement of under ground paper core cables by other systems in phased manner.

Creation of pole less net work.

Introduction of Wireless in Local Loop System, Digital Line Concentrators.

Conversion of SBM (Single Base Module) exchange into RSUs (Remote Switching Unit) exchanges.

Conversion of C-DOT 256 Port exchange into AN RAXs (Access Network - Rural Automatic Exchanges).

Centralized fault booking at SDCC (Short Distance Charging Centre)/LDCC (Long Distance Charging Centre).

Provision of maintenance free battery sets and Engine Alternators for back-up power supplies.

Provision of extended maintenance free battery with WLL-FWT (Wireless in Local Loop - Fixed Wireless Terminal) for providing longer talk time and standby time in future supplies.

Annual Maintenance Contract (AMC) entered for WLL equipments working in rural area including FWTs and provision of AMC in new supplies.

Battery charger of WLL-FWT to operate in the voltage range of 90-300 V in future supplies.