

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

UNSTARRED QUESTION NO:3032
ANSWERED ON:29.11.2010
MOBILE TELEPHONE SERVICES
Agarwal Shri Jai Prakash

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

- (a) whether the Government has taken any steps to connect all block Headquarters particularly in the backward areas of the country through mobile services;
- (b) if so, the details thereof and the number of blocks in the country that are presently connected/to be connected with mobile services, State-wise;
- (c) the strategy to connect all the blocks and villages with mobile services and the time by which it would be done; and
- (d) the Grievance Redressal System established by the Government to provide regular mobile/telephone services and various other services to the subscribers in rural areas, State-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) to (c) Yes, Madam. BSNL has provided mobile coverage in 6,084 Block Headquarters (BHQ) out of 6210 BHQ and 3,86,710 villages out of 6,10,769 villages in the country as on 31.10.2010. Circle-wise details are given in the Annexure-I. In addition, private operators also provide mobile services in rural areas. Further, a scheme has been launched by Universal Service Obligation Fund (USOF) to provide subsidy support for setting up and managing 7,387 number of infrastructure sites/towers (revised from 7,871) in 500 districts spread over 27 States for provision of mobile services in the specified rural and remote areas Villages or cluster of villages having population of 2000 or more and not having mobile coverage were taken into consideration for installation of towers under this scheme. As on 31.10.2010, 7,227 towers i.e. about 97.83% have been set up under this scheme. The rollout services under this scheme of USOF are likely to be completed by March, 2011. A statement indicating the status of State-wise commissioning of towers as on 31.10.2010 is given in Annexure-II. As a result rural teledensity as on September 2010 is 28.46% as against 4% by the year 2010 envisaged in NTP 1999.

(d) Government has adopted an on-line Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) for expediting the grievance redressal process. In addition, service providers have also implemented 3-tier grievance redressal mechanism in accordance with regulation of Telecom Regulatory Authority of India (TRAI). However, CPGRAMS adopted by DoT or the 3-tier grievance redressal mechanism adopted by service providers as per regulation of TRAI is not meant for providing customer services like mobile connections and other telecom services to the subscribers but attends only after the grievances of consumers.