

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

UNSTARRED QUESTION NO:4298

ANSWERED ON:06.12.2010

INTERNET FACILITIES

Dashmuni Deepa ;Mishra Shri Mahabal ;Rajaram Shri Wakchaure Bhausahab

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

- (a) whether the public sector telecom companies have provided Internet facilities in remote, hilly and tribal areas especially in North-Eastern States;
- (b) if so, the details thereof,
- (c) whether the Internet/Landline connections are provided after long delays in the such areas;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Government to provide quality services to the people of the said areas?

Answer

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

- (a) & (b) Yes, Madam. Bharat Sanchar Nigam Limited (BSNL) is providing internet facilities in remote, hilly and tribal areas of North Eastern States. Broadband Coverage Status of North Eastern States are given in the Annexure.
- (c) No, Madam.
- (d) Does not arise in view of (c) above.
- (e) The following steps have been taken by BSNL to provide quality service to its broadband customers;
 - # Special trained teams are available for attending to broadband complaints
 - # Regular technical training of staff is being undertaken.
 - # Remote monitoring software (Motive) is introduced in BSNL Network.