

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

UNSTARRED QUESTION NO:454

ANSWERED ON:23.02.2011

QUALITY OF TELECOM, POST AND TELEGRAPH SERVICES

Naranbhai Shri Kachhadia

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

(a) whether there have been complaints of poor quality of Telecom, Post and Telegraph services in the country particularly in hilly, tribal and rural areas;

(b) if so, the reasons therefor; and

(c) the steps taken/being taken by the Government to improve the said services in the hilly, tribal and rural areas?

Answer

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

a) Yes, Madam.

b) i) The main reasons affecting the quality of Telecom services are:-

a) Poor/Non availability of commercial power supply in these areas, and difficulty in supply of diesel for running engine alternator sets in such areas owing to remote and inaccessible location of villages.

b) Restrictions in movement of maintenance personnel owing to existing geographical constraints like heavy snowfall, land slides, lightening, flash flood etc in such areas.

c) Damage of existing Optical Fiber and Copper Cable during road widening works and theft of overhead cables especially in hilly areas.

ii) As regards quality of Postal services, though Department of Post has well laid down operational and accounting procedures to ensure smooth rendering of services offered by it, however, due to vastness of territory covered by its operations and the magnitude of workforce, some human and operational failures are there affecting the services.

c) The following steps have been taken by Bharat Sanchar Nigam Limited and Postal authorities towards improving the services in the hilly, tribal and rural areas of the country:

Telecom Services

i) Provisioning of telephone services through Digital satellite Phone Terminals (DSPT) and Wireless in local loop (WLL) in places where land line services are not feasible.

ii) Better management of spare cards and keeping an adequate stock of spare cables for emergency purposes to restore services as early as possible.

iii) Rehabilitation/upgradation of external plant and augmentation of existing mobile network progressively to enhance its coverage and capacities.

iv) Close co-ordination with concerned authorities to avoid damages of cable due to development work and patrolling of major routes and co-ordination with Police authorities to minimize the cases of cable theft.

v) Close monitoring of network operation through IT enabled systems and introduction of effective Network Management System.

Postal Services

vi) The norms for providing access to postal facilities to the rural areas including hilly, tribal, desert and inaccessible areas are highly liberalized. Further during the current year, there is a target for opening additional 200 Post Offices in rural areas including hilly, tribal and remote areas of the country.

vii) Department of Post has recently upgraded the web based Computerised Customer Care system for prompt redressed of public

complaints.