

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

UNSTARRED QUESTION NO:509

ANSWERED ON:03.08.2011

UNSATISFACTORY SERVICE OF MTNL AND BSNL

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

(a) whether the telephone services (Mobile/Landlines and WLL) rendered by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are unsatisfactory in comparison to private operators;

(b) if so, the reasons therefor;

(c) whether the issuance of telephone connection beyond their installed capacity is one of the reasons for their poor performance; and

(d) if so, the steps taken by the Government to improve the services rendered by both the companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) to (d) The telephone services rendered by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are, in general, meeting the Quality of Service (QoS) benchmarks prescribed by the Telecom Regulatory Authority of India (TRAI), however, to further improve the QoS, both companies are also augmenting its telecom network progressively so as to enhance coverage and capacity. They are also optimizing the telecom network continuously for improving the performance and upgrade the telecom network based on techno-commercial considerations.

In order to improve customer services, BSNL and MTNL are taking the following steps:

(i) BSNL

Stepping up of service level agreement based outsourced call centres.

Up gradation of all its customer service centres with Information Technology (IT).

Introduction of Call Details Record (CDR) based billing and commercial & customer relations management.

Introduction of computerized on-line customers interfaces for bill payment etc

Upgradation of its external plants.

(ii) MTNL

Taking care of its customer's conveniences by opening Sanchar Haat, customer service centre.

Increasing the points where customers can make payments.

Appointment of Dealers & Agent & special care of Corporate Customers.

Customer care portal, online complaint booking and tracking, etc