

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

UNSTARRED QUESTION NO:1797

ANSWERED ON:10.08.2011

BSNL MTNL MOBILE NETWORK

Amlabe Shri Narayan Singh;Anuragi Shri Ghansyam ;Bhujbal Shri Sameer ;Ganpatrao Shri Jadhav Prataprao;Jakhar Shri Badri Ram ;Khaire Shri Chandrakant Bhaurao;Lal Shri Kirodi ;Rajaram Shri Wakchaure Bhausahab;Singh Shri Ijyraj ;Verma Shri Sajjan Singh;Yadav Shri M. Anjan Kumar

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

- (a) whether complaints regarding poor mobile network and customer care facilities of Bharat Sanchar Nigam Limited (BSNL) are increasing from various States including Maharashtra, Rajasthan and Madhya Pradesh;
- (b) if so, the details thereof;
- (c) the details of benchmark parameters set by the Government to the telecom operators for providing satisfactory telecom services to the customers;
- (d) whether BSNL and MTNL are meeting the prescribed benchmark parameters for their various services;
- (e) if so, the details thereof and if not, the reasons therefor; and
- (f) the action taken by the Government to improve the quality standards of the telecom services of both the companies?

Answer

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

(a) Madam, there is no increase in complaints regarding poor mobile network and customer care facilities of Bharat Sanchar Nigam Limited (BSNL) in various states including Maharashtra, Rajasthan and Madhya Pradesh.

(b) Does not arise in view of (a) above.

(c) The benchmarks of various parameters set by Telecom Regulatory Authority of India

(TRAI) regarding wireline telephone service and cellular mobile telephone service are placed at annexure I and II respectively.

(d) to (f) Generally the Quality of Service (QoS) for the telecom services provided by BSNL and MTNL are meeting the benchmarks specified by TRAI but still both companies keep on augmenting their telecom network progressively so as to enhance coverage and capacity based on techno-commercial considerations.

In order to improve the quality standards of telecom services, BSNL and MTNL are taking the following steps:

(i) BSNL

Mobile network is continuously optimized to improve upon the coverage and capacity.

Upgradation of its external plants.

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

(ii) MTNL

Mobile network is continuously optimized to improve upon the coverage and capacity.

Upgradation of its external plants.

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

Increasing the points where customers can make payments.

Customer care portal, online complaint booking and tracking, etc