

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

UNSTARRED QUESTION NO:302

ANSWERED ON:14.03.2012

UNSATISFACTORY SERVICE OF BSNL AND MTNL

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

- (a) the number of complaints received from landline as well as mobile telephone subscribers for unsatisfactory services and poor network of BSNL and MTNL during the last three years and the current year, State-wise;
- (b) whether the mobile connections provided to Members of Parliament are also not functioning properly during roaming;
- (c) if so, the details thereof alongwith the action taken by the Government to curb the rising complaints for unsatisfactory and poor network service of both the PSU telecom companies;
- (d) the methodology adopted to collect the information regarding the quality of services of these PSUs;
- (e) whether there is any flaws in collecting the data or misleading data are given in regard to the quality of the services of these companies; and
- (f) if so, the details thereof and the action taken by the Government against the official responsible for such misleading data?

Answer

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

(a) The number of complaints received by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) from landline as well as mobile telephone subscribers for unsatisfactory services and poor network during the last three years and the current year is given at Annexure -I for Landline subscribers and at Annexure-II for mobile subscribers. The information w.r.t. landline subscribers is maintained by BSNL circle wise whereas for mobile subscribers it is maintained zone wise.

(b) & (c) There are some complaints regarding proper functioning of mobile connections provided to Members of Parliament during roaming. Whenever any such complaint is received, best efforts are made by BSNL/MTNL to address the same.

BSNL and MTNL are taking a number of steps for further improvement in services. Some of the steps taken by BSNL and MTNL for improvement of telecom services are as follows:

Improving the wireline Network by change of cables, drop wire etc. as required.

All exchanges have been made Digital to improve service quality.

Rehabilitation of outdoor network like replacement of old instruments and drop wires is being done on continuous basis to reduce fault rate.

Remote Switching Units are planned to reduce the last mile loop length wherever required.

Deployment of Next Generation Network (NGN) to provide telephony services which replaces/ upgrades the existing landline network and provides a lot of services from a single network based on IP in line with the emerging trends.

Optimisation of Mobile Network continuously for improving the performance based on techno-commercial considerations.

Training & redeployment of staff.

(d) Telecom Regulator Authority of India (TRAI) has been collecting information about the performance of service providers including BSNL and MTNL on Quality of Service (QoS) parameters through (i) Quarterly Performance Monitoring Reports received from service providers; (ii) monthly Point of Interconnect Congestion received from service providers; (iii) quarterly report on audit and assessment of Quality of Service by independent agencies appointed by TRAI; and (iv) quarterly report on customer perception of service through survey by independent agencies appointed by TRAI.

(e) No Madam.

(f) Does not arise in view of (e) above.