

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

UNSTARRED QUESTION NO:4196
ANSWERED ON:02.05.2012
LANDLINE TELEPHONE SERVICES
Singh Shri Rakesh

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

- (a) whether there has been an increase in the number of complaints regarding the Bharat Sanchar Nigam Limited (BSNL) landline telephones that are becoming dysfunctional or lying out of order in various parts of the country including Jabalpur, Madhya Pradesh and delay in the disposal of such complaints;
- (b) if so, the details thereof and the reasons therefor, State-wise;
- (c) whether there is a shortage of maintenance staff in telecom department;
- (d) if so, the details thereof; and
- (e) the action taken/proposed to be taken by the Government to provide satisfactory landline services and also ensure timely disposal of complaints?

Answer

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

(a)&(b) There has been increase in the number of complaints regarding Land line telephones in a few circles of BSNL. The circle wise number of complaints including Madhya Pradesh Circle received for Land line subscribers for the year 2009-10, 2010-11 and 2011-12 (till January 2012) is given in Annexure.

In case of Jabalpur, there is slight increase in complaints due to damage of underground cables because of laying of sewer line, water pipe line and road widening work carried out by Nagar Nigam Jabalpur. There has been damage of cable due to massive road expansion work, laying of water pipelines, sewerage etc in other telecom circles also causing increase in number of complaints regarding BSNL landline telephones.

(c)&(d) In general, BSNL is having sufficient staff for the maintenance of landline phones. However, there is some shortage of maintenance staff in a few circles like Uttarakhand, Bihar and Chhattisgarh.

(e) The steps taken by BSNL to improve the quality of service for landline phones and to ensure timely disposal of complaints are as follows:

Rehabilitation and up gradation of external plant.

Prompt repairing of underground cable faults.

Coordination with local authorities to minimise the cable cut cases.

Close monitoring of network operation through Information Technology enabled systems.

Introduction of Call Details Record (CDR) based billing system, fault repair service and work order management system.

BSNL has implemented a two tier consumer grievance redressal mechanism comprising of Call Centres for various services and an appellate authority at circle level for deciding cases that the consumers may wish to appeal against.