

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

UNSTARRED QUESTION NO:5442
ANSWERED ON:09.05.2012
UNUSED EQUIPMENT/VEHICLES
Begum Tabassum

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

- (a) whether a large number of equipment/vehicles worth billions of rupees are lying unutilized in various exchanges of Bharat Sanchar Nigam Ltd. (BSNL)/Mahanagar Telephone Nigam Ltd.(MTNL);
- (b) if so, the details thereof, State-wise;
- (c) whether landline/broadband services are not functioning properly owing to cable problem in various States;
- (d) if so, the details thereof and the action taken by the Government in this regard,State-wise; and
- (e) the steps taken/being taken to auction the unutilized equipment/vehicles lying unused in stores/exchanges by both the PSUs, State-wise?

Answer

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

(a), (b) & (e) No Madam. However, there are obsolete/ unserviceable equipments & vehicles lying with BSNL / MTNL. These are scrapped & disposed off from time to time.

(c) & (d) Some complaints are received by BSNL and MTNL from their subscribers regarding the Quality of Service (QoS) of landline/broadband services. The faults in landline/broadband services are mainly due to damage of underground cable on account of massive road expansion work, laying of water pipelines, sewerage etc.

The steps taken by BSNL to improve the QoS for landline/broadband services are as follows:

- # Coordination with local authorities to minimise the cable cut cases.
- # Rehabilitation and up gradation of outdoor network.
- # Prompt repairing of underground cable faults.
- # Close monitoring of network operation through Information Technology enabled systems.
- # Introduction of Computerized Fault Repair Service.