

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

UNSTARRED QUESTION NO:1535
ANSWERED ON:06.03.2013
TELECOM SERVICES AT DISTRICT LEVEL
Bhaiya Shri Shivraj

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

- (a) whether a huge number of telephone exchanges and mobile towers of BSNL are non-functional or some of them are functioning poorly in various telecom districts particularly in Madhya Pradesh;
- (b) if so, the details thereof and the reasons therefor, telecom district-wise including Damoh;
- (c) whether there is a shortage of essential equipment in various telecom districts and the tenders for the same are not floated at rational prices in such districts;
- (d) if so, the details thereof; and
- (e) the action taken by the Government to improve the landline and mobile services in affected districts/areas in the country, particularly in Madhya Pradesh?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT. KILLI KRUPARANI)

(a) & (b) The telephone exchanges and mobile towers of Bharat Sanchar Nigam Limited (BSNL) in the country including Madhya Pradesh are, in general, functioning satisfactorily.

(c) & (d) BSNL augments its network based on techno-commercial considerations. However, in general, there is no shortage of essential equipment in BSNL .

(e) Department of Telecommunications (DoT) and the senior management of BSNL review the performance of BSNL regularly. However, BSNL has taken the following steps to improve the Quality of Services in the country including Madhya Pradesh:

Strengthening of sales and distribution system.

Special consumer retention camps.

Monitoring of Quality of Service (QoS) parameters to adhere to the benchmarks stipulated by Telecom Regulatory Authority of India (TRAI).

Continuous improvement in customer care through Project smile.

Introduction of various attractive tariff plans & improved marketing strategies.

Provision of Value Added Services including broadband services, Intelligent Network Services and broadband based value added services like Video/Games/Music on demand etc