

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

UNSTARRED QUESTION NO:1569

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BSNL AND MTNL TELECOM SERVICES

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

- (a) whether the BSNL and MTNL do not meet the standard of quality of service benchmark in providing basic and mobile services in their respective service areas;
- (b) if so, the details thereof and the number of complaints received against both the companies for unsatisfactory services and poor network separately for basic and mobile telephones, State/UT-wise;
- (c) whether there has been a large number of porting-out of the mobile customers from these companies during the last two years and the current year due to poor telecom network;
- (d) if so, the details of porting-in and porting-out of customers of these companies, State/UT-wise;
- (e) whether the Government has fixed or proposes to fix the responsibility of officials for lackluster approach in addressing the grievances/complaints of customers; and
- (f) if so, the details thereof and the corrective measures taken for improving services along with the mobile towers proposed to be installed for augmentation of network capacity, State/UT-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(DR. (SMT..) KILLI KRUPARANI)

(a)&(b) Some basic and mobile telephone subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) face sometimes face problems relating to Quality of Service (QoS). However, the telecom services of BSNL and MTNL are, in general, meeting the QoS parameters prescribed by Telecom Regulatory Authority of India (TRAI).

(c)&(d) After implementation of Mobile Number Portability (MNP), the net porting-out of mobile subscribers is only 0.88% for BSNL and 2.46% for MTNL till 31.12.2012.

(e) & (f) Department of Telecommunications (DoT) and the senior management of BSNL and MTNL review the performance of these PSUs regularly. However, BSNL and MTNL have taken the following steps to improve the quality of services:

BSNL

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

MTNL

Plan to commission Convergent billing. This system will provide one bill for all services to a subscriber and address customer

request for services, tariff etc.

Reviewing of tariff for various products and services.

Measures to facilitate easy payment of telephone bills.

Online system for booking of different services and complaints for landline and mobile.

MTNL is having Sanchar Haats in Delhi and Customer Service Centers (CSCs) at Mumbai, for customers to get various services like registration for new service, duplicate bills of cellular connection, bill payment, Virtual Calling Cards etc.

BSNL and MTNL augment their telecom network based on techno-commercial considerations.