

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

UNSTARRED QUESTION NO:640

ANSWERED ON:07.08.2013

LANDLINE TELEPHONE FACILITIES

Khairi Shri Chandrakant Bhaurao;Nagar Shri Surendra Singh;Rajaram Shri Wakchaure Bhausahab;Sainuji Shri Kowase Marotrao;Singh Shri Ratan

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

- (a) the details of the telephone exchanges upgraded, modernised and connected with optical fibre cables during each of the last three years and the current year, State/UT-wise;
- (b) the details of the funds allocated for the growth and development of telecom facilities in the country during the above period, State/UT-wise;
- (c) the number of applicants on the waiting lists for telephone connections in each State as on date, category-wise and the time by which the lists are likely to be cleared;
- (d) the number of complaints received for faulty telephone connections; and
- (e) the steps taken/being taken to check the number of complaints and the action taken against the officials responsible for the same?

Answer

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

- (a) All the Telephone exchanges of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Limited (MTNL) are connected with Optical Fibre. BSNL's telephone exchanges are also connected through satellite and microwave media in difficult and inaccessible areas. The circle-wise details of telephone exchanges of BSNL and MTNL are given in Annexure-I
- (b) The circle-wise detail of funds allocated by BSNL and MTNL for growth and development of telecom facilities in the country during the last three years and current year is given in Annexure-II.
- (c) The number of applicants on the waiting lists for landline telephone connections as on June 2013 are 29605. The State wise details are given in Annexure III. Landline telephones are provided subject to technical feasibility .
- (d) & (e) Number of complaints received during current year 2013-14 (upto June 2013) are as follows:

BSNL MTNL (Delhi & Mumbai)
2,34,962 12,07,911

BSNL and MTNL monitor their Quality of Service (QoS) parameters to adhere to the benchmarks stipulated by Telecom Regulatory Authority of India (TRAI) and complaints are generally attended as per Telecom Regulatory Authority of India (TRAI) norms. Action is taken by BSNL and MTNL against erring officials as per their rules after following due process. However, BSNL and MTNL have taken the following steps to reduce the number of complaints and for further improvement of their services:

- # Regular patrolling on important fault/theft prone cable routes
- # Coordination with local civic bodies
- # Instructions to field units to attend faults even on holidays by suitable duty arrangements
- # Regular rehabilitation and upgradation of external plants
- # Replacing major exchanges by latest NGN (Next Generation Network) infrastructure
- # Time bound/online customer's redressal system
- # Sensitisation of staff to improve Quality of Service (QoS)