

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

UNSTARRED QUESTION NO:2815  
ANSWERED ON:07.12.2009  
POOR TELECOM SERVICES  
Alagiri Shri S.

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

- (a) whether the telephone services of the Bharat Sanchar Nigam Limited (BSNL), Tamil Nadu have been found to be faulty than other telephone services;
- (b) if so, the facts in this regard; and
- (c) the steps taken by the Government to improve the telephone services in Tamil Nadu?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) Madam, as per the performance monitoring report for the quarter ended June 2009 of Telecom Regulatory Authority of India (TRAI), the Quality of Service of the Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service provided by BSNL is comparable to the quality of service provided by the other telecom service providers in Tamil Nadu. BSNL have met the benchmarks all the quality of service parameters in Tamil Nadu in respect of Cellular Mobile Telephone Service. In respect of Basic Telephone Service (Wireline), BSNL have met the benchmarks for most of the quality of service parameters, except the parameter of Response Time to the customer for assistance in Tamil Nadu Service Area. BSNL could achieve 86.30% against the benchmark of 95% for "Response time to the customer for assistance (%age of calls answered electronically within 40 sec)".

(c) The steps being taken for improvement the telephone services in Tamil Nadu are as follows:

Cellular Mobile Services:

- #In-house Radio Frequency (RF) Optimization teams have been increased from 5 to 17 and RF tools are arranged SSA wise in Tamil Nadu Circle.
- # The work of RF Optimization has been completed recently by external agencies and is scheduled to be repeated every 03 months.
- # Constant monitoring of TCH blockings is being done for increase in the number of Transmission Modules /sites.
- # Immediate attention is given to the Call Drop cases and redefinition of neighbors; capacity increase etc is carried out, wherever required.
- # 04 dedicated RF optimization teams in Chennai Telephone District continuously monitoring the Optimization work. The optimization process is being carried out by the In-house team.
- # Drive Test Statistics are regularly monitored for taking immediate corrective follow up action.
- # Recently Intelligent Optimization for the Motorola network has been carried out in Chennai Telephone with significant increase in quality.

Wireline Services:

- # More and more pole less activity is being carried out. 5 pair cable is being used in place of drop wires to reduce the fault rate.
- # Replacement of underground paper core cable either by Jelly filled cables or by other systems in a phased manner.
- # Regular patrolling of important cable routes to prevent cable thefts / cable damages.
- # Coordination with local bodies to minimize cable damages due to road works.
- # Replacement of faulty /old telephone instruments with new all Line Identification instruments.
- # Reduction in loop length by opening more and more RSUs / RLUs.
- # To reduce fault rate, apart from pole less activity, drive for upgradation of outdoor plant has been launched. Termination points at all the MDFs and Cabinets/ Pillars in all the areas are being inspected at Officers level. Bad tag blocks /modules and damaged drop wire is being replaced, wherever required. Expired telephone instruments are being replaced.
- # Introduction of new Commercial Billing and Work Order Management System along with process reengineering, with paperless feature of Work Order flow and management for speedy provisioning and closer stage by stage monitoring under CDR project.