

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

STARRED QUESTION NO:11

ANSWERED ON:24.11.2014

LANDLINE AND MOBILE SERVICES

Naik Prof. Seetaram Ajmeera;Subbareddy Shri Yerram Venkata

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

- (a) the details of the Quality of Services (QoS) parameters prescribed by the Government for Landline and Mobile Services by the Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL);
- (b) whether MTNL/BSNL have met the benchmark in respect of QoS parameters in all the telecom circles of the country;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether the Government has received complaints against MTNL and BSNL in this regard and if so, the details thereof; and
- (e) the corrective steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 11 FOR 24TH NOVEMBER, 2014 REGARDING "LANDLINE AND MOBILE SERVICES".

(a) The details of Quality of Services (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI) are given in Annexure-I and Annexure-II

(b) & (c) No Madam. The services of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) meet the benchmark levels except for certain parameters in certain areas.

As per the Performance Monitoring Reports (PMR) provided by Telecom Regulatory Authority of India (TRAI) for mobile services and landline services, the parameters in which BSNL and MTNL are not meeting the benchmarks for the quarter ending September, 2014 are given at Annexure- III and Annexure-IV respectively.

BSNL and MTNL have reported that the reasons for not meeting the benchmark for the parameters mentioned above are due to power supply problems, frequent road cuttings, difficult terrain, accessibility issues due to climatic conditions, break-down of cables due to old legacy network of basic services, cable theft etc. BSNL and MTNL have legacy issues of manpower having inadequate skill sets for customer service management.

(d) & (e) Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited needs substantial improvement and has been taking steps to address the present problems.

Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are in financial distress. BSNL and MTNL are faced with declining revenues from loss of market share, increasing expenditure and inability to invest in expansion of communications network.

BSNL has undertaken augmentation of its Mobile Network capacity, through Ph VII expansion and installation of 15 million lines including 14263 Base Transceiver Stations (BTSs) for 2G services and 10502 new Node Bs for 3G services in the network to enhance the coverage and improve the quality of service. Out of this 8.93 million lines have been rolled out.

Government has taken several measures to revive the two CPSUs. These measures include:

(i) Treatment of pensionary liabilities of Government employees absorbed in MTNL and who opted for combined service pension on parity with similar employees in BSNL.

(ii) Waiver of Government loan to BSNL involving an amount of Rs.1411 crores

(iii) Financial support of Rs.6724.51 Crores to BSNL and Rs.4533.97 crores to MTNL on surrender of Broadband Wireless Access

(BWA) spectrum.

(iv) Financial support of Rs. 492 Crores to MTNL, towards payment of Minimum Alternate Tax (MAT).

BSNL and MTNL are separately preparing a revival plan for increasing revenue potential, identifying business opportunities, organizational restructuring and training to enable them to grow into customer-centric companies with expertise in marketing and customer services delivery and developing human resources strategy in line with restructured organizational vision.