

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

UNSTARRED QUESTION NO:2815
ANSWERED ON:10.12.2014
LANDLINE TELEPHONES
Kaswan Shri Rahul

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

- (a) the details of landline telephone connections of BSNL and MTNL as on date, State-wise;
- (b) whether the landline connections are gradually decreasing;
- (c) if so, the details thereof during the last three years and the current year, State-wise and the reasons therefor;
- (d) whether services of existing landline telephones of BSNL are very poor and frequent breakdown and delay in attending complaints are reported particularly from rural areas in many States including Rajasthan; and
- (e) if so, the number of complaints received in this regard, State-wise and the steps taken for ensuring satisfactory functioning of landline telephones in Rajasthan?

Answer

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

(a) to (c) Circle-wise details of landline telephone connections of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) as on 30.9.2014 are given in Annexure-I

Circle-wise details of increase/(decrease) in landline connections of BSNL and MTNL during the last three years and current year (upto September, 2014) are given in Annexure-II.

Main reasons behind decline in landline telephones are given below:

Substitution of fixed line telephone by mobile phones which offers greater flexibility in usage

Surrender of extra wireline telephone connection where multiple connections were available in same premises.

Closure due to nonpayment of telephone bills/economic reasons.

(d) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the prescribed Quality of Service (QoS) benchmark through Quality Performance Monitoring Reports (PMRs) for License Service Area as a whole. No separate information maintained by TRAI for rural areas.

TRAI has informed that in the case of BSNL non-compliance to benchmarks has been observed with respect to parameters "percentage of calls answered by the operators (voice to voice) within 90 seconds and " metering and billing complaints in prepaid". In Rajasthan, BSNL is meeting the benchmarks for all parameters except for "percentage of calls answered by the operators within 90 seconds".

(e) Circle-wise details of complaints and percentage fault clearance during the current year (upto October, 2014) are given in Annexure-III.

BSNL has informed that various steps are being taken for ensuring satisfactory functioning of land line telephones by BSNL, which are given below:

Making the outdoor plant pole less and provision of wall mounted Distribution Points (DPs) using small capacity cables.

Introduction of Call Detail Record system (CDR) for facilitating transparent billing system and provisioning of various online commercial facilities to the subscribers.

Replacement of TDM (Time Division Multiplexing) switches to modern NGN (New Generation Network) in a progressive manner.