

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

UNSTARRED QUESTION NO:1781

ANSWERED ON:03.12.2014

TELECOM FACILITIES

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

- (a) the details of teledensity separately in regard to landlines, mobiles and internet in Uttarakhand and Uttar Pradesh on January 31st, 2012, 2013 & 2014 respectively in comparison to average teledensity of the country;
- (b) whether the telecom services provided by Bharat Sanchar Nigam Limited (BSNL) in both the States are unsatisfactory and a large number of village panchayats in remote and hilly areas are still out of the reach of telephone facility;
- (c) if so, the the details of BSNL subscribers separately of GSM and CDMA service in the States, State-wise and the details of complaint received for poor network;
- (d) the action taken by the Government thereon along with the new mobile towers proposed to be installed for better mobile coverage in the States, State-wise; and
- (e) the other steps taken by the Government for the expansion of telephone, mobile and broadband services in the States?

**Answer**

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

(a) As reported by Telecom Regulatory Authority of India (TRAI), teledensity in respect of Uttar Pradesh including Uttarakhand and All India for wireline and wireless as on 31st January, 2012, 2013 & 2014 per hundred population is given below:

**Teledensity of Wireline and Wireless**

Area	31st January, 2012		31st January, 2013		31st January, 2014				
	Wire -line	Wire -less	Wire -line	Wire -less	Wire -line	Wire -less			
All India	2.68	74.89	77.57	2.50	70.57	73.07	2.32	72.18	74.50
Uttar Pradesh including Uttrakhand	1.03	57.94	59.64	0.84	55.46	56.30	0.63	55.61	56.24

Data for internet subscribers is maintained on quarterly basis. Teledensity in respect of Uttar Pradesh including Uttarakhand and All India for internet subscribers as on 31st December, 2011, 2012 and 2013 per hundred population is given below:

**Teledensity of internet subscribers**

Area	31st December, 2011		31st December, 2012		31st December, 2013	
	0.54	0.83	10.36			
All India	1.86	2.07	19.31			
Uttar Pradesh including Uttrakhand	0.54	0.83	10.36			

(b) & (c) TRAI monitors the performance of the service providers against the Quality of Service benchmarks laid down by TRAI, through the quarterly Performance Monitoring Reports (PMRs) submitted by the service providers. As reported by TRAI, no separate monitoring is done in respect of remote and hilly areas.

TRAI has reported that as per the Performance Monitoring Report for the quarter ending September 2014, in Uttar Pradesh and Uttarakhand, for 2G Services, BSNL is meeting the benchmarks for all the network related parameters except two customer related parameters which are "Percentage of calls answered by the operators within 60 sec." and "Resolution of Billing/charging complaints". For 3G Services BSNL is meeting the benchmarks for all the parameters.

As regards basic wireline services BSNL is meeting the benchmarks for most of the parameters in both Uttar Pradesh and Uttarakhand except in respect of POI (Point of Interconnection) congestion in Uttar Pradesh (West) service area and the parameters, "Response time to the customer for assistance" and "Percentage of calls answered by the operators (voice to voice) within 90

seconds", BSNL is falling short of benchmark in both Uttar Pradesh and Uttarakhand.

As regards broadband service, the compliance report is submitted on all India basis. As per the Performance Monitoring Report for the quarter ending September 2014, BSNL is complying with all the Quality of service benchmarks except for the parameter "Response time to the customer for assistance-Percentage of calls answered by operators (Voice to Voice) within 90 seconds".

As per the study conducted by Department of Telecom to identify uncovered villages which do not have mobile connectivity, there are 266 such villages in Uttar Pradesh and 1876 villages in Uttarakhand.

BSNL has reported that all the Gram Panchayats in remote and hilly areas of Uttarakhand and Uttar Pradesh have been provided with telephone facilities. Details of BSNL's subscribers of GSM and CDMA services in UP (East) and UP (West- including Uttarakhand) as on 30.9.2014, are given below:

State	GSM	CDMA
Uttar Pradesh (East)	9,393,934	267,288
Uttar Pradesh (West) including Uttarakhand	3,724,936	79,625

Details of number of mobile connections ported-in and ported-out of BSNL for the last and current year are given below:

State	2013-14	Upto	October,	2014
	Ported-out	Ported-in	Ported-out	Ported-in
Uttar Pradesh (East)	54682	39591	36894	12965
Uttar Pradesh (West) including Uttarakhand	42887	37747	30661	13758

(d)&(e) Detailed Project Report for providing mobile coverage to uncovered villages in Himalayan States (Jammu & Kashmir, Himachal Pradesh and Uttarakhand) is being taken up by USOF (Universal Services Obligation Fund). Uncovered villages in other parts of the country including Uttar Pradesh would be taken up in a phased manner over the next five years.

BSNL has taken following steps for the expansion of telephone, mobile and broadband services details are given as under:

# Telephones: For the improvement of telecommunication services in the country, there is a continuous process in BSNL to improve the Quality of basic and landline service. In this context, various regular efforts are being made by BSNL, some of which are as under:

# Making the outdoor plant poleless and provision of wall mounted DPs using small capacity cables (5 pair)

# Introduction of CDR system for facilitating billing and provisioning of various commercial facilities to subscribers.

# Plans to introduce State of the Art NGN network in a progressive manner.

# GSM : For improvement of GSM services in the country, BSNL has undertaken Phase VII GSM expansion project to augment capacity and coverage in its areas of operation. Details of new mobile towers planned and commissioned under Phase-VII expansion project in respect of States of Uttar Pradesh and Uttarakhand are given as under:-

State	Number of tower planned	Number of tower Commissioned
Uttar Pradesh	3568	1830
Uttarakhand	459	348

# Broadband : For improvement of broadband services, based on the traffic growth, BSNL is constantly updating the requirements of various network elements in the wireline broadband system.