

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

UNSTARRED QUESTION NO:4663
ANSWERED ON:22.04.2015
CONSUMER SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has issued any directives for improving the consumer services of BSNL and MTNL;
- (b) if so, the details thereof;
- (c) whether the number of cases relating to consumer services have increased in the consumer Courts;
- (d) if so, the details thereof, State-wise; and
- (e) the steps taken by the Government to check the rising number of consumer complaints?

Answer

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

(a) & (b) Government has asked Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) to improve the quality of services to their customers.

Telecom Regulatory Authority of India (TRAI) has laid down mechanism and procedure to redress the complaints/ deficient services for all service providers including BSNL and MTNL within a stipulated time.

(c) No data is available to substantiate the contention that there has been an increase in number of cases on consumer services in the Consumer Courts.

(d) Does not arise in view of (c) above.

(e) For strengthening the effectiveness and ensuring compliance with the benchmarks of Quality of Services (QoS) parameters, financial disincentives are imposed by TRAI, wherever, the QoS benchmarks are not met, in accordance with the provisions contained in Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Second Amendment) Regulations dated 8th November, 2012.

Besides, BSNL and MTNL have also taken several steps, despite financial constraints to enhance revenues through investments to strengthen its network and focus on customer care and service delivery to improve quality of service.

The investment projects being undertaken by BSNL include:

Augmentation of its mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of Rs. 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.

Replacement of the entire network of wireline local exchanges by Internet Protocol (IP) enabled exchanges and deployment of Next Generation Network (NGN) equipment based on the latest architecture gradually to replace entire legacy telephone exchanges at an estimated cost of Rs. 600 crores.

In addition, Government has assigned the work of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of Rs. 3567.58 crores. Government has also assigned the work of providing mobile connectivity to uncovered villages in Arunachal Pradesh and two districts of Assam to BSNL on nomination basis at an estimated cost of Rs. 1975.38 crores.

The new projects of MTNL are:

Augmentation of mobile network to enhance coverage and capacity by adding 1080 3G sites and 800 2G sites in Delhi and 1080 3G sites and 566 2G sites in Mumbai. The packet core capacity (Data handling capacity of network) will be upgraded to 10 Gbps in Delhi and Mumbai.

Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.

Migration of legacy telephone exchanges network to internet protocol (IP) based New Generation Network (NGN) exchanges in collaboration with C-DOT.