

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

UNSTARRED QUESTION NO:333

ANSWERED ON:25.02.2015

BASIC PHONE SERVICES

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

- (a) the number of basic phones of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in operation along with the number of subscribers who have surrendered basic phones during the last three years and the current year, State-wise;
- (b) whether complaints in large numbers have been received for unsatisfactory and disrupted basic phone service;
- (c) if so, the details thereof, State-wise and action taken by the Government in this regard;
- (d) whether the Government plans to lay underground cables for landline connections across the country; and
- (e) if so, the details thereof along with the length of underground cables laid so far, State-wise and the action taken to speed up the work?

Answer

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

(a) Circle-wise number of wireline subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) which are in operation during the last three years and the current year are given in Annexure-1. Circle-wise number of subscribers who have surrendered landlines during the last three years and the current year in respect of BSNL and MTNL are given in Annexure-2.

(b)&(c) 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 basic phone services, the parameters in which BSNL and MTNL are not meeting the benchmarks for the quarter ending September, 2014 are given at Annexure-3.

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.

Circle wise details of complaints/faults received in BSNL and MTNL are given in Annexure-4.

The faults are promptly attended to and the services are restored to achieve the quality of service parameters prescribed by the Telecom Regulatory Authority of India (TRAI).

(d) & (e) MTNL has reported that the requisite infrastructure of underground cables is available with them. BSNL has reported that their field units are laying underground cables as per their development plans and maintenance requirements.

Circle-wise details of underground cables laid in Financial Year 2014-15 upto 31.12.2014 are given in Annexure-5.