

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

UNSTARRED QUESTION NO:341

ANSWERED ON:25.02.2015

POOR QUALITY SERVICES OF MTNL

Sigriwal Shri Janardan Singh;Yadav Shri Om Prakash

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

- (a) whether both landline and mobile telephones and the internet services of the Mahanagar Telephone Nigam Limited in Delhi are very poor;
- (b) if so, the details thereof and the complaints received separately for landline telephones, mobile phones and internet services during the current year so far along with the reasons for unsatisfactory and poor mobile and internet connectivity;
- (c) whether proper grievances redressal mechanism is not in place in MTNL and the complaints are not responded or attended on time;
- (d) if so, the details thereof and the reaction of the Government thereto; and
- (e) the action taken by the Government to improve the telephone services, mobile signals and internet connectivity in Delhi along the action taken against the officials responsible for the same?

**Answer**

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

(a) Quality of Service (QoS) is monitored by Mahanagar Telephone Nigam Limited (MTNL) on the parameters prescribed by Telecom Regulatory Authority of India (TRAI). MTNL, Delhi meets benchmarks of all the QoS parameters in respect of Mobile services for the period ending December, 2014. For Landline/ Broadband services, MTNL meets benchmarks of all the QoS parameters except the following:-

MTNL, Delhi (Basic Service)	TRAI benchmark	Achieved by MTNL
% of faults repaired within 5 days	For urban areas: 100%	82.54%
Termination/closure of service	100% within 7 days	99.97%
MTNL, Delhi (Broadband Service)		
% of faults repaired by next working day	> 90%	80.75%
% of faults repaired within 3 working days	>=99%	94.64%

(b) The number of complaints received in MTNL, Delhi during the current year (upto 31.01.2015) are given below:

Number of Complaints	
Landline	22,02,072
Mobile	10,23,819
Internet	22,069

Main reasons for unsatisfactory and poor connectivity are poor power supply, disruptions due to cable cuts arising from road development works, breakdown of cables due to old legacy network of basic service, cable theft, inadequate investment leading to network coverage issues, inability to compete with private sector on the customer services and marketing.

(c)&(d). MTNL has reported that it has a grievance redressal mechanism in place as prescribed by TRAI. Further, if a complaint is not resolved, the subscriber can lodge an appeal with respective appellate authority in MTNL.

MTNL is meeting the benchmark with respect to parameters prescribed by TRAI for customer care centers i.e. "Accessibility of call center/ customer care" & "Percentage of calls answered by the operators (voice to voice) within 90 seconds".

(e) Review of performance of MTNL including QoS is carried out by Government at periodic intervals. QoS improvement is a continuous process. Further, for improving QoS, following measures are undertaken by MTNL :

Mobile Services: Measures like addition to Base Transceiver Stations (BTSs), capacity augmentation and upgradation, optimization of radio network.

Basic/Broadband Services: Measures like Rehabilitation/ Upgradation of Outdoor Network, OFC connectivity, night patrolling to prevent theft of cables, close coordination with other civic agencies etc.