

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

UNSTARRED QUESTION NO:57
ANSWERED ON:07.07.2014
SETTING UP OF BSNL TOWERS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Bharat Sanchar Nigam Limited (BSNL) has set up a number of Base Transmitting Stations (Mobile Towers) across the country;
- (b) if so, the details thereof, State/UT-wise including Odisha;
- (c) the details of the customer base of BSNL in various States/UTs as compared to other service providers;
- (d) whether a number of BSNL towers in various States including Odisha are reportedly not working properly and customers are facing difficulties as a result thereof and if so, the details thereof; States/UTs location-wise; and
- (e) whether BSNL has not been able to compete with other service providers in the country, if so, the reasons therefor and the corrective measures taken by the Government to improve the quality of service of BSNL to its customers?

Answer

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

- (a) & (b) Bharat Sanchar Nigam Limited (BSNL) has set up Base Transmitting Stations (BTSs) across the country including the state of Odisha. Circle-wise details of Cellular BTSs in BSNL's Network as on 31st May 2014 is given in the Annexure-I.
- (c) Service area wise details of telephone connections including wireline and wireless connections as on 31st May, 2014 is given in Annexure-II
- (d) Quality of Service (QoS) parameters are prescribed and monitored by the Telecom Regulatory Authority of India (TRAI). While BSNL meets the benchmark parameters in general, the services of BSNL are below the benchmark levels for certain parameters in certain areas. The deficiencies in QoS parameters are on account of network performance, customer service delivery, congestion, inadequate network coverage etc.
- (e) Due to following reasons, BSNL has not been able to compete with other service providers in the country:

Legacy workforce which is far in excess of industry standards.

Financial constraints inhibiting its ability to augment network capacity.

BSNL has reported that it is augmenting its mobile network progressively to enhance coverage capacity and to further improve the Quality of Service (QoS). BSNL is also optimizing its network continuously for its performance.

BSNL is actively engaged in preparing a revival plan for improvement in quality of services, addressing legacy issues and expansion of network coverage. BSNL is expanding its network through installation of 8784 Base Transceiver Stations (BTSs) for 2G and 3G services in rural areas as part of its Phase-VII expansion plan at cost of Rs.1704 crores.

Government is engaged in revival and revitalization of BSNL through several short term, medium term and long term measure. BSNL has been provided financial support on surrender of Broadband Wireless Access (BWA) Spectrum.

Department of Telecommunications (DoT) also reviews the performance of BSNL periodically.