

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:1129

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BSNL and MTNL Services

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Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government/TRAI has received complaints of deficient services by MTNL and BSNL during each of the last three years and the current year;
- (b) if so, the details thereof, State/UT-wise along with the action taken/being taken by the Government on such complaints so far;
- (c) whether the quality of landline and mobile services of MTNL/BSNL is monitored/reviewed by the Government/TRAI periodically and if so, the details thereof along with the deficiency in services noticed in such monitoring/review during the said period;
- (d) whether customers are leaving MTNL/BSNL due to deficiencies in services and if so, the details thereof for the last three years and the current year; and
- (e) the steps taken by the Government to make MTNL and BSNL competitive with private players?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Service related complaints received in Telecom Regulatory Authority of India (TRAI) of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) during the last three years and the current year are at Annexure-I. These complaints were forwarded to the concerned service providers for taking appropriate action.

Twitter-Seva of Department of Telecommunications (DoT) was started on 02.08.2016 for handling of complaints/feedback coming on Twitter handles of DoT, the details received till 31.01.2017 is at Annexure-I.

Complaints received by BSNL and MTNL on Government Public Grievance Portal (CPGRAMS) are at Annexure-I.

Complaints received directly by BSNL and MTNL and details of their disposal are at Annexure-I.

(c) TRAI monitors the performance of service providers, including BSNL and MTNL against the benchmarks for various Quality of Service (QoS) parameters laid down by TRAI in the QoS Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by the service providers.

From the monitoring of performance, it has been observed that BSNL and MTNL are generally complying with various Quality of Service benchmarks for Cellular Mobile Telephone services (2G & 3G) and basic service (Wireline). The details of instances of number of non-compliance with the benchmarks during the years 2014, 2015 and 2016 on quarterly basis are given at Annexure-II.

(d) As per TRAI, the number of subscribers of BSNL and MTNL during the years 2014, 2015 & 2016 are at Annexure III. This shows number of telephone subscribers (wireline and wireless) have increased for both the organizations.

(e) To improve services of BSNL & MTNL and to compete with private Telecom Service Providers (TSP), the following steps are being taken by BSNL and MTNL:

BSNL:

(i) BSNL is augmenting its mobile network progressively so as to enhance coverage/ capacity and to further improve the quality of service, BSNL has initiated action for expansion of GSM (Global System for Mobile communications) lines for 15 million lines with provision of 10,817 number of 3G Base Transceiver Stations (BTS) and 14,252 number of BTSs under phase VII project the roll out of which is completed.

(ii) Phase VII+ project is under roll out across the country. In Phase VII+ project, out of plan of 9600 3G Node Bs and 5300 2G BTSs, 9075 3G Node Bs and 5439 2G BTSs have been added in North zone and South zone. As on 31.12.2016, a total 6.28 million lines (2.10 million lines in North Zone and 4.18 million lines in South Zone) have been commissioned. Purchase Order has been placed for installation of 3375 number of 3G Node Bs and 1693 number of 2G BTSs in East Zone. Also a new phase VIII tender has been

opened and is under evaluation.

(iii) BSNL is upgrading its legacy wireline exchanges by Next Generation Network (NGN) Switches to reduce operational issues of wireline network and to enable delivery of various value added services.

(iv) BSNL is in the process of augmentation of broadband network for meeting data growth. BSNL plans to install 40,000 Hotspots in coming years. As on 30.11.2016, BSNL has installed 4116 Hotspots across 2109 locations in the country.

MTNL:

1. Expansion of GSM/3G FR network in Delhi: MTNL is in the process of expansion of mobile network by adding 1080 number of 3G sites for higher Data handling capacity. Purchase order has been placed for adding 1080 number of 3G sites in Delhi.

2. 3G Network Up-gradation in Mumbai: MTNL has also planned to upgrade the existing 3G network in Mumbai to make it a high speed network of "HSPA+" (High Speed Packet Access) version. Purchase Order has been placed for Mumbai. After the proposed upgradation, the customers will get a download speed of 21.1. Mbps (Megabytes per second) and upload speed of 5.76 Mbps which is presently of 3.6 Mbps and 384 kbps (Kilobytes per second) respectively. Project is under advanced stage of implementation.

3. Microwave Backhaul Connectivity: Purchase Orders for adding 800 Microwave Hops in Delhi and 470 in Mumbai have been placed.

4. Redeployment of DSLAMs of existing Broadband Network: MTNL has launched a special program to progressively increase the fibre length by redeploying the broadband nodes Digital Subscriber Line Access Multiplexer (DSLAM) near to the subscriber premises in Delhi and Mumbai thereby reducing copper length and enhancing the quality of broadband service. 130 DSLAMs in Delhi and approx.. 132 in Mumbai have been redeployed thereby reducing copper length and enhancing the quality of Broadband service. This has improved customer experience and reduced the number of complaints.

5. Fibre to the Home (FTTH): High speed Broadband connections on optical fibre are proposed to be added on revenue share basis in Delhi and Mumbai. The customer will be provided data speeds up to 100 Mbps on optical fibre.

Annexure-I

A. Number of service related complaints received in TRAI from BSNL and MTNL customers:

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YEAR BSNL MTNL

2014 1410 546

2015 1444 522

2016 963 318

2017 (1.1.17 to 31.01.17) 69 27

B. Complaints received on Twitter for Current year from 02.08.2016 to 31.01.2017:

S.No. Name No. of Complaints

Registered Resolved

1 BSNL 6796 6763

2 MTNL 745 741

Total : 7541 7504

C. Complaints received on Government Public Grievance Portal (CGPRAMS):

S.

No. PERIOD No. of Complaints of BSNL No. of Complaints of MTNL

Registered Resolved Registered Resolved

1 01.01.14 to 31.12.14 21944 20590 49658 48876

2 01.01.15 to 31.12.15 30723 29966 36377 36383

3 01.01.16 to 31.12.16 37066 37863 25996 26412

4 01.01.17 to 03.02.17 3068 3443 1668 1559

D. Complaints received directly by BSNL and MTNL:

PERIOD BSNL PERIOD MTNL

01.1.2014 to 31.12.2014 1,28,81,963 01.4.2013 to 31.3.2014 76,21,966

01.1.2015 to 31.12.2015 1,12,01,201 01.4.2014 to 31.3.2015 73,54,393

01.1.2016 to 31.12.2016 1,05,40,320 01.4.2015 to 31.3.2016 67,72,819

01.1.2017 to 31.01.2017 3,80,781 01.4.2016 to 31.12.2016 46,27,909

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Annexure-II

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Details of instances of Non-compliances reported by Service Providers (2G Services)

Sl.

No. Name of Service Provider 2014 (Quarter ending) 2015 (Quarter ending) 2016 (Quarter ending)

March June Sept. Dec. March June Sept. Dec. March June Sept.

1 BSNL 39 43 74 48 37 33 33 17 14 4 2

2 MTNL 8 20 1 1 0 0 0 0 0 0

Details of instances of Non-compliances reported by Service Providers (3G Services)

Sl.
No. Name of Service Provider 2014 (Quarter ending) 2015 (Quarter ending) 2016 (Quarter ending)
March June Sept. Dec. March June Sept. Dec. March June Sept.
1 BSNL 5 12 14 18 17 19 14 16 12 3 2
2 MTNL 0 0 0 0 0 0 0 0 1 0

Details of instances of Non-compliances reported by Service Providers (Basic Services)

Sl.
No. Name of Service Provider 2014 (Quarter ending) 2015 (Quarter ending) 2016 (Quarter ending)
March June Sept. Dec. March June Sept. Dec. March June Sept.
1 BSNL 17 15 28 34 21 15 2 0 0 0 10
2 MTNL 5 5 5 4 4 4 5 3 3 3 4
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Annexure-III

Telephone Subscribers of BSNL and MTNL (as per TRAI report)
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(in Millions)
BSNL MTNL
Year Wireless Wireline Total Wireless Wireline Total
2014-15 81.38 16.93 98.32 3.45 3.52 6.97
2015-16 82.51 15.13 97.64 3.61 3.52 7.13
2016-17
(as on 31.12.2016) 96.79 13.74 110.53 3.63 3.48 7.10
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