

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

UNSTARRED QUESTION NO:427
ANSWERED ON:14.07.2014
LANDLINE TELEPHONE CONNECTIONS
Kodikunnil Shri Suresh

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

- (a) whether the Government has taken note that a large number of the Landline telephones and Broadband connections of Bharat Sanchar Nigam Limited remain dysfunctional during the monsoon season in various parts of the country;
- (b) if so, the details thereof and the number of complaints received in this regard during the last three years and the current year; and
- (c) the steps taken/being taken by the Government to improve the telecom services of BSNL?

Answer

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

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) has reported that complaints are received on the functioning of its landline and broadband connections due to faults during the monsoon season.

The details of total number of complaints received during the last three years and current year is as mentioned below:

S No	Year	Complaint received	
		Land line	Broadband
1	2011-12	1,40,15,057	23,58,664
2	2012-13	1,40,05,755	21,00,818
3	2013-14	+1,78,00,436	32,33,414
4	2014-15	40,30,585	4,60,178

Most of the faults occurring in landline and broadband are due to optical/copper cable cuts and damages. During the rainy season, there is a delay in getting permission from local authorities for digging to repair and replace the damaged cable. Also, water logging causes the seepage of water in the cables through the cuts which causes low insulation, thereby affecting the quality of service of the landline and broadband network.

(c) BSNL has reported that following steps are taken to improve the telecom services.

All Telecom Circles/Telecom Districts are directed to take action in advance for preventive and corrective maintenance for facing exigencies during the monsoon period.

Monitoring telecom service provision and breakdown of various cables, during the rainy season, Control Rooms are opened in Circles/ Districts level as well as in BSNL Corporate office New Delhi.

Deploying extra manpower and material to take care of increased fault rate during monsoon season.

Upgradation of infrastructure in a phased manner to improve broadband connectivity and replacing major exchanges by latest NGN (Next Generation Network) infrastructure.