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Title : Need to improve the BSNL Telephone services in Tamluk, Kolaghat, Mahishadal and Durgachak areas of West Bengal.

SHRI SUVENDU ADHIKARI (TAMLUK): There is no doubt that BSNL has a great importance in Telecom sector. At present in West Bengal the BSNL is not providing the expected customer services. Most of the times, the words are not audible while talking on mobile phone due to tower failure. There is frequent tower failure in urban areas besides cross connection. On one hand, the customers of BSNL are suffering due to problems in tower, on the other hand, the customer of other mobile operators enjoy full connectivity. Thousands of customers of BSNL are getting their phones disconnected. Though sanction for installing BSNL towers has been accorded for some places on NH 41 and at Mahishadal in Purba Medinipur, there is no progress in installing these towers.

In most of the places in the district of Purba Medinipur in West Bengal, there is no computerized system for registering complaints. As a result, the customers have to rush to BSNL centres for lodging complaints. In spite of this, their problems are not solved in due time. Consequently, they are surrendering their landline phones. Its broadband service is also not up to the mark. It is very slow.

In the light of these serious problems, I would like to request the Union Telecom Minister to take initiatives to solve the problems being faced by customers of BSNL in Tamluk, Kolaghat, Mahishadal and Durgachak areas in West Bengal.