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Title: Need to take corrective measures to improve the services of BSNL and MTNL.

SHRI PARVESH SAHIB SINGH VERMA (WEST DELHI): The service of BSNL and MTNL network is highly unsatisfactory in Delhi. The subscribers of these two services have been facing a lot of network-related problems including call drops, bad connectivity, etc. The BSNL had started its service in 2003 and had very quickly captured the market share. It had occupied number 2 position after Airtel but from the year 2007, it started losing its market share to its competitors due to lack of network expansion. All these years, there has been political interference and poor leadership in BSNL. There has been negative growth in Broadband service leading to a high customer churn. MTNL has been using old TDM technology and poor condition of Copper-cable based access network and poor quality of Drop wire procured by them have all led to their poor service quality. The staff is not trained in latest technology and several top posts have been lying vacant.

I would urge upon the government to remedy the situation in order to provide a satisfactory service to the subscribers of MTNL and BSNL.