

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

UNSTARRED QUESTION NO:6899
ANSWERED ON:11.05.2005
TELECOM SERVICES IN U.P
Pathak Shri Brajesh

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

- (a) whether the Government has received complaints regarding pathetic telecom services in Uttar Pradesh;
- (b) if so, the district-wise number of complaints received during the last three years till date and the number of complaints disposed out of them so far; and
- (c) the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. No complaints regarding pathetic telecom services in Uttar Pradesh was received by BSNL. However, few communications were received from Hon'ble M.P., Shri Brajesh Pathak recently regarding improvement of services.

(b) & (c) Do not arise in view of (a) above.

However, following steps are taken to further improve the services.

- i) Connecting all exchanges on reliable digital media.
- ii) Replacement of under ground paper core cables by other systems in phased manner.
- iii) Creation of pole less network.
- iv) Opening of more Remote Subscriber Unit/Remote Line Unit (RSUs/RLUs) in Multi-exchange network thereby reducing exchange area size.
- v) Introduction of Wireless in Local Loop (WLL) system, Digital Line Concentrators.
- vi) Conversion of Single Base Module (SBM) exchange into RSU exchanges.
- vii) Conversion of C.DOT 256 Port exchanges into AN-RAXs (Access Network Rural Automatic Exchanges).
- viii) Centralized fault booking at SDCC (Short Distance Charging Centre)/LDCC (Long Distance Charging Centre).
- ix) Provision of maintenance free battery sets and Engine Alternators for back-up power supplies.
- x) Provision of extended maintenance free battery with WLL-FWT (Wireless in Local Loop-Fixed Wireless Terminal) for providing longer talk time and standby time in future supplies.
- xi) Annual Maintenance Contract (AMC) entered for WLL equipments working in rural area including FWTs and provision of AMC in new supplies.
- xii) Battery charger of WLL-FWT to operate in the voltage range of 90-300 V in future supplies.
- xiii) Action has been taken to augment the mobile network capacity by 12.2 Lakh in 2005 in Uttar Pradesh to remove congestion, ensure good Quality of Service (QoS) and to meet the overwhelming demand.
- xiv) Mobile network is being optimised for its performance continuously and monitoring of network has been strengthened by BSNL to ensure performance as per the QoS parameters prescribed by Telecom Regulatory Authority of India (TRAI).