

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

UNSTARRED QUESTION NO:410
ANSWERED ON:07.07.2004
BILLING PROBLEMS OF MOBILE PHONE OF BSNL
Paswan Shri Sukdeo

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

- (a) Whether the Government is aware of the billing problems of subscribers of Mobile Phone (Cellon
- (e) of BSNL in Bihar;
- (b) if so, the facts thereof and reasons therefor; and
- (c) the action taken to improve the BSNL Mobile facility in Bihar?

Answer

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

(a)&(b) The number of billing complaints in Bihar for BSNL Mobile services (Cellone) are less than one in one thousand and is within the limit prescribed by TRAI (Telecom Regulatory Authority of India).

(c) BSNL is in the process of expanding the capacity of network by additional 79000 lines from the existing 148050 lines capacity. The network is further proposed to be expanded by 4.5 Lakh lines for which procurement action has been initiated.