

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

UNSTARRED QUESTION NO:4290
ANSWERED ON:21.12.2005
IMPROVING BSNL MOBILE FACILITY
Yadav Shri Ram Kripal

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

- (a) whether the Government has received any complaints regarding billing problems of Mobile Phones (Cellone) of BSNL in Bihar;
- (b) if so, the details thereof and the steps taken by the government in this regard;
- (c) whether the exchange capacity of BSNL Mobile phones in Bihar is not sufficient; and
- (d) if so, the action taken to improve the BSNL mobile facility at District Headquarters and Block level in Bihar?

Answer

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

(a) Yes, Sir. BSNL in Bihar received complaints regarding billing problems of Mobile Phones (Cellone) from time to time. Percentage of such complaints to number of bills issued during April, 2005 to November, 2005 is 0.07%.

(b) The details of complaints received for the period from April, 2005 to November, 2005 for postpaid connections (Cellone) in Bihar are as under:

MONTH	NO. OF CONNECTIONS	POSTPAID BILLS ISSUED	No. of COMPLAINTS RECEIVED	PERCENTAGE OF COMPLAINTS	RECEIVED TO
APRIL, 2005	42142	27	0.06		
MAY, 2005	42532	29	0.07		
JUNE, 2005	42912	35	0.07		
JULY, 2005	43304	32	0.07		
AUGUST, 2005	43635	38	0.09		
SEPTEMBER, 2005	43445	29	0.07		
OCTOBER, 2005	44816	28	0.06		
NOVEMBER, 2005	49411	31	0.06		
TOTAL	352197	249	0.07		

Out of the 249 complaints received, 210 complaints have already been settled.

The following steps have been taken to redress the complaints on billing problems

- i) Officers are available exclusively for dealing with customers of Cellone in most SSAs,
- ii) Arrangements exist for prompt delivery by postal and courier network,
- iii) Cellone bills can be paid at counters of BSNL, Banks and Post Offices,
- iv) Customer service centers at all exchanges function to attend the needs of customers,
- v) Part payments are also allowed in case of dispute on the charges.

(c) BSNL has so far provided 3,66,541 (post paid and prepaid) mobile connections against the existing capacity of 4,32,600. However, keeping in view of the demand, BSNL is in the process of augmenting the cellular capacity by around 4.55 lakhs during the year 2005-06 of which part capacity has been already released and forms the part of capacity referred above.

(d) BSNL has already covered all the District Headquarters with Cellular services. Further it has covered 165 out of 533 Block Headquarters in Bihar state as on 30th November, 2005. Continued efforts are being made to expand the coverage and capacity to provide improved services to its subscribers.