

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

UNSTARRED QUESTION NO:2098
ANSWERED ON:06.12.2006
SURVEY REGARDING MOBILE TELEPHONE USERS
Mohite Shri Subodh

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

- (a) whether the Government has conducted any survey regarding mobile telephone users in Maharashtra;
- (b) if so, the outcome thereof; and
- (c) the action taken/being taken by the BSNL on the complaints and suggestions of the subscribers?

Answer

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

- (a) Yes, Sir. Telecom Regulatory Authority of India (TRAI) had engaged an independent agency to undertake Customer Satisfaction Survey.
- (b) As per the survey report of the independent agency for the quarter ending 30th June, 2006, none of the service providers has met the benchmarks for 4 out of 7 parameters specified in the Regulation, namely Help Services; Network Performance, Reliability and Availability; Maintainability and Overall Customer Satisfaction. Detailed parameter-wise and service provider-wise results of the survey for cellular mobile service users in Maharashtra Telecom Circle and Mumbai Metro Circle are given in the Annexure.
- (c) Complaints and suggestions of the subscribers are promptly redressed and considered by BSNL. Complaints regarding network coverage, congestion etc. are being gradually addressed through network expansion and installation of additional Base Transceiver Stations (BTS).