

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

UNSTARRED QUESTION NO:2107
ANSWERED ON:14.03.2007
BSNL CONNECTION TO BLOCK HEADQUARTER
Murmu Shri Hemlal

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

- (a) whether the Government and Bharat Sanchar Nigam Limited (BSNL) have decided to connect all block headquarters in various States of the country especially in Bihar with mobile service;
- (b) if so, the details thereof,
- (c) the number of blocks in each State especially in Jharkhand which are having mobile service, State-wise;
- (d) the number of blocks yet to be connected with mobile service;
- (e) the action plan to connect completely each block and village of the country especially blocks of Jharkhand with mobile services and by when; and
- (f) the total number of complaint redressal mechanism set up by the Government to provide regular mobile/telephone services in rural areas and to provide various types of facilities to customers?

Answer

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

(a) & (b) Sir, having complied with the license conditions of covering District Headquarter, BSNL has now focused its Mobile expansion plans for extending its coverage to block headquarters and villages having population greater than 1000 progressively in next three financial year depending upon business and commercial viability.

In addition, a scheme is being launched by the Government to provide support for setting up and managing 7871 number of infrastructure sites spread over 500 districts for provision of mobile services in specified rural and remote areas including Bihar and Jharkhand where there is no existing fixed wireless on mobile coverage.

(c) to (e) Status of Mobile service coverage of block headquarter by BSNL as on 31-01-2007 is given in the Annexure. All block headquarters of Jharkhand are scheduled to be covered by mobile service during next three financial years.

(f) Following Public complain redressal mechanism have been set up in various circles of BSNL:

Telephone Adalat – Bi-monthly at Secondary Switching Area (SSA) level and once in three months at Circle Level.

Call Center (1500 for land line and 9400024365 for Mobile).

Complaint of landline over phone (198 at each exchange, 1095 at District level and 1094 at circle level).

Besides this, Open House Sessions are organized by respective SSAs from time to time.