

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

STARRED QUESTION NO:122
ANSWERED ON:04.03.2015
SERVICES RENDERED BY BSNL MTNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has taken note of deficient mobile and other services rendered by the Mahanagar Telephone Nigam Ltd. (MTNL) and the Bharat Sanchar Nigam Ltd. (BSNL) in various parts of the country;
- (b) if so, the reaction of the Government thereon;
- (c) whether the Government/Telecom Regulatory Authority of India (TRAI) have laid down any institutional mechanism and procedure to redress the complaints/deficient services by BSNL and MTNL within a stipulated time and if so, the details thereof indicating timeline fixed for attending different complaints;
- (d) the number and nature of complaints received during the last three years and the current year and the percentage of complaints redressed by telecom PSUs within the prescribed timeframe in their areas of jurisdiction, circle-wise; and
- (e) the action taken or proposed to be taken to provide seamless services to the customers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 122 FOR 4TH MARCH, 2015 REGARDING "SERVICES RENDERED BY BSNL/MTNL".

(a)&(b) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the Quality of Service (QoS) benchmark parameters through quarterly performance monitoring reports received from service providers.

As per the Performance Monitoring Reports (PMR) provided by Telecom Regulatory Authority of India (TRAI), the network parameters of BSNL are largely within the prescribed limits except for circles in the Eastern Zone. The network parameters of MTNL are largely within prescribed limits.

(c) Telecom Regulatory Authority of India (TRAI) has laid down mechanism and procedure to redress the complaints/ deficient services for all service providers including BSNL and MTNL within a stipulated time. The details of Quality of Service Parameters (QoS) and grievance redressal benchmark parameters for mobile, landline and broadband services are given in Annexure-I, Annexure-II and Annexure-III respectively.

For strengthening the effectiveness and ensuring compliance with the benchmarks of QoS parameters, financial disincentives are imposed by TRAI, wherever, the QoS benchmarks are not met, in accordance with the provisions contained in Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Second Amendment) Regulations dated 8th November, 2012.

BSNL and MTNL have reported that they have a grievance redressal mechanism in place as prescribed by TRAI. Complaints are attended to by BSNL and MTNL within the prescribed time limit as laid down by TRAI.

(d) The complaints received by BSNL and MTNL mainly pertains to Landline Cable Fault, Landline drop-wire fault, Jumper-wire fault, Telephone instrument fault, Switch-room subscriber card fault, Distribution point fault, Main distribution fault in respect of landline, Slow speed due to congestion in network, Modem Fault, Splitter Fault, Disturbance due to various line parameters in respect of broadband services and Network coverage, Call drop and Value Added Services activation in respect of Mobile services.

Circle-wise details of complaints received by BSNL and MTNL during the last three years and the current year and the percentage of complaints redressed by them for wireline, broadband and mobile services, are given in Annexure-IV, Annexure-V and Annexure-VI respectively.

(e) BSNL and MTNL are in financial distress and facing declining revenues from loss of market share and increasing expenditure.

MTNL has been unable to invest in expansion/modernization of its network due to financial distress. BSNL has been unable to invest in expansion of its network over the period 2009-2013. Other reasons like power supply problem, disruptions due to cable cuts arising from road development works, breakdown of cables due to old legacy network of basic service, cable theft etc. are also affecting the services of BSNL and MTNL. One of the main reason for decline in mobile connections is inadequate investment leading to network coverage issues.

BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen its network and focus on customer care and service delivery to improve quality of service.

The investment projects being undertaken by BSNL include:

Augmentation of its mobile network as part of its Phase- VII Project to create additional capacity of 15 million lines at an estimated cost of Rs. 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.

Replacement of the entire network of wireline local exchanges by Internet Protocol (IP) enabled exchanges and deployment of Next Generation Network (NGN) equipment based on the latest architecture gradually to replace entire legacy telephone exchanges at an estimated cost of Rs. 600 crores.

Migration of entire C-DOT (Centre for Development of Telematics) legacy telephone exchanges with technology solutions being developed by C-DOT at an estimated cost of Rs. 350 crores for which MoU (Memorandum of Understanding) has been signed between C-DOT and BSNL.

Government has assigned the work of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of Rs. 3567.58 crores.

Government has assigned the work of providing mobile connectivity to uncovered villages in Arunachal Pradesh and two districts of Assam to BSNL on nomination basis at an estimated cost of Rs. 1975.38 crores.

The new projects of MTNL are:

Augmentation of mobile network to enhance coverage and capacity by adding 1080 3G sites and 800 2G sites in Delhi and 1080 3G sites and 566 2G sites in Mumbai. The packet core capacity (Data handling capacity of network) will be upgraded to 10 Gbps in Delhi and Mumbai.

Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.

Migration of legacy telephone exchanges network to internet protocol (IP) based New Generation Network (NGN) exchanges in collaboration with C-DOT.

In addition, BSNL and MTNL are taking various steps to improve their mobile network. The details of these steps are as follows:

Monitoring of the Fault Repair Service System.

Deployment of modern and state of art CDR (Call Detail Record) based Billing & Customer care system.

Establishment of Customer Service Centers at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.

Replacement of weak batteries and power plants to improve network uptime

Regular Radio Frequency (RF) optimization tests.