

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

UNSTARRED QUESTION NO:1492
ANSWERED ON:21.07.2014
TELECOM SERVICES IN RURAL AREAS
Jadhav Shri Sanjay Haribhau

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

- (a) whether the telecommunication services are functioning properly in the country;
- (b) if not, the number of complaints received from rural areas of Maharashtra regarding malfunctioning of telecom services during the last three years and the current year;
- (c) the action taken by the Government for redressal of these complaints;
- (d) the total number of rural areas of the State which are still deprived of the telecommunication services along with the reasons therefor; and
- (e) the steps taken/being taken by the Government in this regard?

Answer

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

(a) to (c) The telecommunication services are generally functioning properly in the country. As reported by Bharat Sanchar Nigam Limited (BSNL), the details of complaints received from rural areas of Maharashtra Circle are as given below:

Year	2011-12	2012-13	2013-14	2014-15
Complaints received from rural areas	605065	372153	253335	42545

The steps taken by BSNL for redressal/ avoidance of such complaints are as follows:

- (i) faults are monitored daily and attended regularly;
 - (ii) cable faults due to local agency work are attended with minimum delay;
 - (iii) separate teams in Secondary Switching Areas (SSAs) have been formed for Local Line (LL) and Broadband (BB) maintenance; and
 - (iv) the exchange failure due to Optical Fibre Cable (OFC) faults and local cable breakdown is attended timely.
- (d) & (e) As per available data, out of a total of 41,442 inhabited villages in Maharashtra, 788 are still deprived of the telecommunication services as on 31.05.2014. The Government through its on-going Universal Service Obligation Fund (USOF) scheme is providing, through BSNL, Village Panchayat Telephones (VPTs) in uncovered villages of the State.