

- (iv) Customers service center on the line of single window concept are also providing commercial, bill payment and complaint handling services.

(b) Land Line services:—

- (i) Pole less activity is being carried out. The five pair cable is being used in place of drop wires to reduce fault rate.
- (ii) Interactive Voice Response System (IVRS) based centralized fault booking at Short Distance Charging Centre (SDCC) for proper booking of faults.
- (iii) Reduction in loop length of cables by opening more and more RSUs/DLCs.
- (iv) Induction of Next Generation Network (NGN) in phased manner.
- (v) Customer care portal has been launched in each Circle for booking of service request online.

**Tele-density in rural areas**

1341. SHRI A. ELAVARASAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the percentage of tele-density in the rural areas of our country is very less inspite of the vast development in IT sector;

(b) if so, the reasons therefor;

(c) whether Government has promised under Bharat Nirman to give at least one telephone for each village; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) No, Sir. The percentage, of tele-density in the rural areas of our country is 16.54% as on 31.05.2009 against the target of 4% rural tele-density by year 2010, as per New Telecom Policy 1999.

(c) and (d) Under the Bharat Nirman Programme, 66,822 revenue villages not having telephone connectivity were to be provided with Village Public Telephone (VPT) facility excluding those villages having population less than 100, those lying in deep forests and those affected with insurgency. Agreements were signed with M/s Bharat Sanchar Nigam Limited (BSNL) in November, 2004 to provide VPTs in these 66,822 numbers of uncovered villages. As on 31.05.2009, 57595 VPTs have been provided by BSNL, the implementing agency for the said program. The remaining VPTs are likely to be provided in a phased manner by November, 2009.

Meanwhile, a revised list of villages, which were not having VPT facility, has been prepared after reconciliation of actual number of VPTs provided based on Census 2001. These 62443 villages still remaining uncovered are also being provided with VPT facility with subsidy support from Universal

Service Obligation (USO) Fund. An agreement to this effect has already been entered into with BSNL on 27th February, 2009 and 26909 VPTs have already been provided under this agreement, as on 31.05.2009.

#### Lost of connections

1342. SHRI A. ELAVARASAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that BSNL's revenue dipped around 23 per cent recently and BSNL lost 12 lakh connections during the last six months;

(b) if so, the details thereof;

(c) whether it is also a fact that MTNL has lost over 44500 and 57500 customers in Delhi and Mumbai;

(d) if so, the details thereof;

(e) whether the negative growth of BSNL and MTNL landline connection paved way for the benefit of private operators who have been offering better connectivity and service; and

(f) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) Sir, the revenue in respect of basic service for the year 2007-08 and 2008-09 has been Rs. 14499.14 crores and Rs. 11504.98 crores respectively. Thus there is dip in revenue by 20.65%.

The number of working BSNL landline telephone connections has reduced by 7.27 lakh during the last six months *i.e.* from 297.03 lakh as on 30.11.2008 to 289.76 lakh as on 31.5.2009.

(c) and (d) The detail of number of lines disconnected/surrendered and provided by MTNL in Delhi and Mumbai during last six months (from 01.01.2009 to 30.06.2009) are as follows:—

Type	Delhi		Mumbai		MTNL	
	Disconnected/ surrender	Provided	Disconnected/ surrender	Provided	Disconnected/ surrender	Provided
Landline	49,777	60,982	91,447	96,538	1,41,224	1,57,520
FWP/FWT	1,815	2,068	3,152	6,552	4,967	86,201
Garuda	4,651	10,298	1,556	12,542	6,207	22,840
Dolphin	18,384	9,250	4,680	3,808	23,064	13,058
Trump	32,038	1,80,617	12,570	2,71,354	44,608	4,51,971
<b>TOTAL:</b>	<b>1,06,665</b>	<b>2,63,215</b>	<b>1,13,405</b>	<b>3,90,794</b>	<b>2,20,070</b>	<b>6,54,009</b>