

customers. Similarly, other initiatives such as business process redesign and lead capture have improved effectiveness of CSCs as well as enriched customer experiences. Till date, out of 3972 CSCs, 3529 CSCs have been covered in the Project Smile.

9. **Organization Restructuring** - Several changes have been implemented in BSNL's organization structure with the objective of effectively implementing the overall business strategy. This includes adoption of a business unit based organization structure. Three separate business units, namely Consumer Fixed Access (CFA), Consumer Mobility (CM) and Enterprise units under separate Board level Directors and a New Business division under Executive Director, have been created. Organization structure redesign exercise is aimed at providing adequate end-to-end-focus on key growth segments, defining clearly accountability for different businesses and functions at all levels of the organization; significant higher thrust on marketing, sales, distribution and customer care activities and creation of dedicated enterprise and wholesale business units.

3G connections given by BSNL in Goa

518. SHRI SHANTARAM LAXMAN NAIK: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of 3G connections given by BSNL and other companies to the subscribers in Goa;
- (b) the areas covered by 3G facility in the State;
- (c) the number of mobile towers constructed by BSNL and various other companies in the State; and
- (d) the number of towers proposed to be erected by BSNL in the State?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) As on 31.01.2011, BSNL has provided 14,576 connections of 3G in Goa and no 3G connection has been provided by the other telecom service providers in the State.

- (b) BSNL has covered the entire urban areas of the State by 3G facilities.
- (c) As on 31.01.2011, BSNL has installed 335 Cellular Base Transceiver Stations (BTSS) and other telecom service providers have installed 1253 BTSS in the State.
- (d) BSNL has proposed to erect 21 additional BTSS in the State upto 31.03.2011.

Problems faced by subscribers under mobile number portability

519. DR. K.V.P. RAMACHANDRA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the subscribers are facing problems from the Mobile operators with regard to Mobile Number Portability (MNP); and

(b) if so, the action proposed to be taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) Sir, after the introduction of Mobile Number Portability (MNP), some complaints from subscribers was received in porting their number. Telecom Regulatory Authority of India (TRAI) had held meetings with the Service Providers to sort out various implementation issues and generic issues. TRAI has also issued directions dated 3rd December, 2010, regarding charging of SMSs to 1900 for MNP request, amendment in the direction dated 21st January 2011 modifying the format of Unique Porting Code and an advisory to Service Providers dated 27th January 2011 regarding offering of special tariffs for MNP subscribers. A customer guide was also posted by TRAI on their website. The compliance of various provisions of "The Telecommunications Mobile Number Portability Regulations 2009" from the CMTS/UAS Providers is also being monitored by TRAI.

Allocation of 2G Spectrum licences

520. SHRI N. BALAGANGA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has ignored the advice of TRAI in issuing 2G Spectrum licences to some companies;

(b) if so, the details thereof;

(c) whether it is a fact that Government lost huge revenue in the allocation of 2G Spectrum;

(d) if so, the details of extent of such loss;

(e) whether Government proposes to take corrective action by cancelling the licences that were granted; and

(f) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) to (f) Sir, based on the recommendations of Telecom Regulatory Authority of India (TRAI) and the decision of the Government in year 2003, the Unified Access Services (UAS) licences were being granted on First-Come-First-Served (FCFS) basis since introduction of UAS licensing regime in November 2003 with the entry fee for the 4th Cellular Mobile Telephone Service (CMTS) licence(s) awarded in 2001 and in service areas where there were no 4th operator, the entry fee of existing Basic Service Operator (BSO) fixed by the Government in 2001 based on TRAI's recommendation. After enhancement of FDI in