

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: