

1	2	3
Maharashtra	19692	3367
Manipur	1	0
Meghalaya	4911	2975
Mizoram	1076	309
Nagaland	762	201
Odisha	35566	10602
Puducherry	15	1
Punjab	2653	58
Rajasthan	19056	2687
Sikkim	145	15
Tamil Nadu	13063	2639
Tripura	2257	775
Uttar Pradesh	28956	12157
Uttarakhand	3581	560
West Bengal	38678	7582
TOTAL:	369989	130127

Source: District Information System for Education (DISE) 2011-12 (provisional).

Falling mobile subscriptions of BSNL and MTNL

*167. DR. T.N. SEEMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether many complaints have been registered regarding the quality and service of BSNL and MTNL mobile connections and if so, the details thereof;

(b) whether growth rate of new mobile subscriptions of BSNL and MTNL has gone down during the last four years;

- (c) if so, the details thereof and the reasons therefor;
- (d) whether a large number of BSNL and MTNL subscribers have stopped using their mobile connections during the last four years;
- (e) if so, the details thereof and the reasons therefor; and
- (f) the corrective measures taken by Government to address the issue?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL): (a) The mobile subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) sometimes face problems with regard to Quality of Service (QoS). However, BSNL and MTNL are in general, meeting the QoS benchmarks prescribed by Telecom Regulatory Authority of India (TRAI).

(b) to (f) During the last four years of 2008-09, 2009-10, 2010-11, and 2011-12, BSNL and MTNL have achieved a continuous increase in their mobile subscribers base. The details are as follows:—

As on	No. of Mobile Subscribers (in million)	
	BSNL	MTNL
31.03.2009	46.71	4.18
31.03.2010	63.31	4.78
31.03.2011	86.27	5.20
31.03.2012	94.51	5.59

Department of Telecommunications (DoT) and the senior management of both PSUs review the performance of BSNL and MTNL regularly. However, some of the Steps taken by BSNL and MTNL to increase their subscriber base are as follows:—

BSNL

- Strengthening of sales and distribution system.
- Special consumer retention camps.
- Monitoring of Quality of Service (QoS) parameters to adhere to the benchmarks stipulated by Telecom Regulatory Authority of India (TRAI).

- Continuous improvement in customer care through Project smile.
- Introduction of various attractive tariff plans and improved marketing strategies.
- Provision of Value Added Services including broadband services, Intelligent Network Service and broadband based value added services like Video/Games/Music on demand etc.

MTNL

- Plan to commission Convergent billing. This system will provide on bill for all services to a subscriber and address customer request for services, tariff etc.
- Reviewing of tariff for various products and services.
- Measures to facilitate easy payment of telephone bills.
- Online system for booking of different services and complaints for landline and mobile.
- MTNL is having Sanchar Haats in Delhi and Customer Service Centers (CSCs) at Mumbai, for customers to get various services like registration or new service, duplicate bills of cellular connection, bill payment, Virtual Calling Cards etc.

School buildings under SSA

*168. DR. T. SUBBARAMI REDDY: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether allocation for school buildings under Sarva Shiksha Abhiyan (SSA) is made in lump-sum to the State Governments;
- (b) if so, the details thereof; and
- (c) the details of allocation for school buildings under SSA this year, State-wise?

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT (SHRI M.M. PALLAM RAJU): (a) and (b) Central funds under Sarva Shiksha Abhiyan (SSA) are released to the States/Union Territories for implementation of interventions approved under the Annual Work Plan and Budget (AWP&B) of those States/Union Territories,