

**Complaints of consumers**

1334. SHRI MOTILAL VORA : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is aware that no officer of the level of SDO and above are available even on their mobile numbers to respond to the calls of consumers living in Sector-3, R.K. Puram, New Delhi;

(b) whether Government is also aware of the fact that telephones of consumers of Sector-3, R.K. Puram have constant disturbing noise but officials do not attend to their grievances; and

(c) the action Government proposes to take against such officers and to ensure that complaints of consumers are attended by them?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI RAVI SHANKAR PRASAD): (a) Mahanagar Telephone Nigam Limited (MTNL) endeavours to attend to complaints of customers in a timely manner subject to network constraints. Whenever acts of deliberate negligence are brought to notice, MTNL would take action in accordance with due process.

(b) and (c) MTNL has reported that in Sector-3, R.K. Puram, New Delhi, there is cable fault of low insulation in last month. The details of complaints booked and their clearance is given as below:

Month	Total fault	Same day clearance	Next day clearance	Fault rate %
April, 2015	18	11	5	0.1
May, 2015	26	9	10	0.14
June, 2015	203	140	59	1.11

The cable faults are being attended regularly.

**Connectivity problem in MTNL and BSNL networks**

1335. SHRIMATI SASIKALA PUSHPA : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is aware of the connectivity problems with regard to MTNL and BSNL networks, if so, the details thereof;

(b) whether Government has received any complaints from the subscribers in this regard;

(c) if so, the details thereof during the last two years and the current year, year-wise, network-wise, zone-wise; and

(d) the steps taken by Government to redress the grievances and to provide satisfactory service to the customers?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited needs improvement.

BSNL has been unable to invest in expansion of its network over the period 2008-2012. MTNL has been unable to invest in expansion/modernization of its network due to financial distress. Other reasons like power supply problem, cable theft etc. are also affecting the services of BSNL and MTNL.

(b) and (c) Zone-wise details of complaints received by BSNL and MTNL during the last two years and current year (upto June, 2015) are given in the Statement (See below).

(d) BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen their network and focus on customer care and service delivery to improve quality of service. These include:-

- Augmentation of its mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of ₹ 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.
- Augmentation of mobile network to enhance coverage and capacity by adding 1080 3G sites and 800 2G sites in Delhi and 1080 3G sites and 566 2G sites in Mumbai. The packet core capacity (Data handling capacity of network) will be upgraded to 10 Gbps in Delhi and Mumbai.
- Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.

In addition, Government has assigned following projects to BSNL:-

- Comprehensive Telecom Development Plan for the North-Eastern Region for provision of mobile services in uncovered villages in Arunachal Pradesh and two districts of Assam namely, Karbi Anglong and Dima Hasao at estimated project cost of ₹ 1975.38 crore.

- Implementation of Transmission-Media Plan for North Eastern Region at an estimated cost of ₹ 295.97 crore.
- Implementation of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas at an estimated cost of ₹ 3567.58 crores.
- Implementation of Comprehensive Telecom Development plan for Andaman and Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth at an estimated cost of ₹ 99.03 crores and augmentation of OFC network at a cost of ₹ 20 crores has been assigned to BSNL.

BSNL and MTNL are taking various steps to improve their mobile network. The details of these steps are as follows:

- Monitoring of the Fault Repair Service System.
- Deployment of modern and state of art CDR (Call Detail Record) based Billing and Customer care system.
- Establishment of Customer Service Centers at all important locations in the country with “single window concept” to facilitate friendly interactions with the customers.
- Replacement of weak batteries and power plants to improve network uptime.
- Regular Radio Frequency (RF) optimization tests.
- BSNL has entered into an agreement for setting up Wi-fi hotspots on revenue share basis to increase its revenue and providing better services to its customers.
- Introducing free night calling tariff plans for wireline customers to arrest decline in customer base and to acquire new wireline customers.
- Introduction of free national roaming on pan-India basis for mobile customers for retaining/increasing mobile customer base.

**Statement**

*Zone-wise details of complaints received by BSNL and MTNL during the last two years and current year (upto June, 2015)*

ZONE	2013-14	2014-15	2015-16(till June)
<b>BSNL</b>			
East	3439	5032	4929
West	7120	55542	23418
North	55981	71991	23383
South	26453	52529	16912
<b>MTNL</b>			
Delhi	23733	26401	7510
Mumbai	78210	69948	15295

**Telecom services in Punjab**

1336. SHRI AVINASH RAI KHANNA : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether a large number of villages in Punjab are yet to be connected with mobile telephones, if so, the details of such villages, as on date;
- (b) the details of mobile towers and telephone exchanges installed by the Central Government in Punjab to provide telephone connectivity to the left out villages/areas during the last three years and the current year;
- (c) the number of mobile towers and telephone exchanges presently working and likely to be installed in Punjab; and
- (d) the steps taken by Government to connect the left out villages/areas in Punjab with the mobile telephones?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) It is estimated that there are 91 villages in Punjab that do not have mobile coverage.

(b) 232 mobile towers and 01 (One) Telephone Exchange have been installed by Bharat Sanchar Nigam Limited (BSNL) in Punjab in last three years.

(c) The number of 2275 towers and 1491 Telephone Exchanges are working