

**Build-Own-Operate-Transfer Model for Bharat Net**

2313. SHRI A.W. RABI BERNARD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the telecom regulator, TRAI, has suggested Build-Own-Operate Transfer (BOOT) model in addition to the three models proposed by the Telecom Department for implementing Bharat Net, which envisages broadband connectivity for 2,50,000 Gram Panchayats under the Digital India initiative, if so, the details thereof; and

(b) whether the project Bharat Net plans to create a digital network by 2017 for providing affordable broadband connectivity of 2 Mbps to 20 Mbps to all rural households and institutions, if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Telecom Regulatory Authority of India (TRAI) has issued a Consultation Paper on 17th November, 2015 to explore execution model based on Build-Own-Operate and Transfer (BOOT). The objective of this Consultation Paper is to discuss strategies to find best model of implementation of Bharat Net.

(b) Bharat Net intends to realise the vision of Digital India, by providing a communication highway in the form of Broadband infrastructure from the District level to the Gram Panchayats (GPs). The objective of the project is to provide on demand, affordable broadband connectivity of 2 Mbps to 20 Mbps for all households and higher capacity upto 100 Mbps on demand to all institutions in rural areas, through creation of a highly scalable network accessible on a non-discriminatory basis.

The Committee constituted to review the strategy and approach towards speedy implementation of National Optical Fibre Network (NOFN), in its report submitted on 31st March, 2015, has suggested a revised timeline for completion of the project by December 2017 which is under consideration of the Government and a decision will be taken soon in the matter.

**Services of BSNL**

†2314. SHRIMATI KAHKASHAN PERWEEN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that nowadays, the consumers of Bharat Sanchar Nigam Limited (BSNL) are fed up with its services; and

(b) if so, the details of steps being taken by Government for redressal of their problems?

---

†Original notice of the question was received in Hindi.

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) No Sir. Bharat Sanchar Nigam Limited (BSNL) is following quality of service parameters prescribed by TRAI and most of them are being met. During the current financial year (upto October, 2015) overall 28.7 lakh subscribers have been added in the network of BSNL.

BSNL is making all efforts to provide the best and hassle free environment for the customers availing its services. BSNL is taking the following customer centric measures for better customer satisfaction:

- BSNL has replaced its billing/ Commercial Systems for landline services by Call Detail Record (CDR) based Convergent Billing and all the 334 SSAs have been migrated to CDR system.
- BSNL has centralized monitoring and automated Fault Repair Service (FRS) system through Interactive Voice Response System (IVRS).
- BSNL has computerized Public Grievance Redressal Management system (PGRMS).
- BSNL is strictly emphasizing the staff to maintain cordial relations with the customers.
- All the quality of service parameters are being monitored on day to day basis.
- BSNL has focused on customer care services by installing exclusive call centres for GSM services and Wireline and Broadband services.
- Centralized Value Added Service (VAS) provisioning system cum Consent Gateway (CVPS cum CG) platform has been provided in all 4 zones to avoid complaints of forced activations of VAS.
- Unlimited free night calling from land line to any Network in the country between 2100 Hrs to 0700 Hrs has been introduced by BSNL.
- BSNL is the only operator in India which is offering free incoming calls to its customers while roaming on PAN India basis.
- BSNL is offering reduce call rate during first three months to new customers. The reduced call rates are only ₹ 0.50 per minute and 0.8 paisa per second for all type of outgoing calls for per minute plan and per second plan respectively.
- BSNL is offering data Special Tariff Voucher (STV) which is most competitive in the industry and catering to all segments.

- BSNL has taken up various projects to improve transmission network (backhaul capacities) such as Multi Protocol Label Switching (MPLS), Dense Wavelength Division Multiplexing (DWDM), Synchronous Transport Module- Customer Premises Equipment (STM-CPE), Optical Transport Network (OTN), etc. for high speed data usage.
- Wireline network faults mainly occur due to damage of underground cable network during road/highway expansion/widening and other civil works. BSNL has advised its field units to have close co-ordination with the Local Municipal Bodies, National Highway Authority of India (NHAI), Railways, etc. so that damage to cables may be avoided.

**Difficulty in surrendering of telephone connections of private operators**

2315. SHRI SALIM ANSARI:

SHRI BALWINDER SINGH BHUNDER:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that it is difficult to surrender telephone connections of private operators, if so, the details thereof and the reasons therefor; and

(b) the policy of TRAI for surrendering of mobile/landline telephones?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) Sir, Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) standards for cellular mobile telephone service through regulations issued, from time to time. For assessing the performance of service providers on surrender of mobile/landline telephones, TRAI has laid down parameter *viz.* “%age requests for Termination / Closure of service complied within 7 days (benchmark 100% within 7 days)”.

As per the performance monitoring report for the quarter ending September, 2015, for cellular mobile telephone services, all the service providers are meeting this parameter except M/s Idea in 7 service areas and M/s Aircel in 2 service areas.

As per the performance monitoring report for the quarter ending June, 2015 for Basic Services, the service providers are meeting this parameter except M/s Tata in 2 service areas.

As per the service providers, the common reasons attributed to delay in closure