

(d) The estimated cost of implementation of CTDP for NER is ₹ 5336.18 crore, to be funded from Universal Service Obligation Fund (USOF). The installation of mobile towers is to be completed within 18 months from signing of agreement. The tender for all the States in table (para b) except Meghalaya have been approved and work is to be completed in 18 months. For Meghalaya, the tender was floated twice, on account of high rates, tender was not approved. A new proposal is under approval process.

**Complaints regarding inability to make online transactions**

1342. SHRI K. T. S. TULSI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of complaints received and the total number of complaints resolved satisfactorily by the Department of Telecommunications (DoT) and mobile service providers regarding basic connectivity issues and inability to make online transactions through mobile phones by the consumers in the country; and

(b) the steps taken, if any, by Government to resolve basic connectivity problems, such as, call drops and network outages, faced by mobile phone users in the country?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) and (b) The information is being collected and will be laid on the table of the House.

**Funds from USOF**

1343. SHRI R. VAITHILINGAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that BSNL has alleged that the delays in some of its key projects were because of the indecisiveness from Universal Service Obligation Fund (USOF);

(b) whether it is also a fact that the funds are not released to BSNL by the USOF;

(c) whether the USOF has been set up to fund projects to boost connectivity in rural and remote areas and the money for this fund comes through a levy that is charged from the telecom operators as a percentage of various licence fee being paid by them; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) No, Sir.