

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
QUESTION NO 18.11.2010
ANSWERED ON
BENEFIT TO COMPANIES PROVIDING PRIVATE SERVICES .

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Dr. Yogendra P. Trivedi

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

- (a) whether Mahanagar Telephone Nigam Limited (MTNL) is intentionally not providing good service for causing benefit to companies providing private services;
- (b) if not, the reasons for MTNL's network always remaining out of order when rest of the service providers are providing their good networks in Mumbai;
- (c) if MTNL can not provide good network in the city like Mumbai, what will be the condition of network in other places; and
- (d) whether Government would take this matter seriously and improve its services, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI SACHIN PILOT)

(a) No, Sir. MTNL makes all efforts to provide satisfactory services & MTNL's network meets most of the benchmarks fixed by TRAI regarding quality of service.

(b) & (c) Not applicable in view of (a) above.

(d) MTNL is making all efforts to provide satisfactory services. Further, MTNL is taking lot of measures to improve its subscriber base by way of expansion of network, improvement in services, customer Care, provision of Value Added Services, revision of tariffs etc. Some of the measures are as follows: i. Improving the legacy PSTN (Public Switched Telephone Network) by change of cables, drop wire etc, as required. ii. All exchanges have been made Digital to improve service quality. iii. Rehabilitation of outdoor n/w is being done on continuous basis to reduce fault rate and MTTR (Mean-Time-ToResore). iv. New RSUs/DLCs (Remote Switching Unit/Digital Loop Carrier) are being provided to reduce faults. v. Next Generation Network (NGN) to provide telephony service which replaces /upgrades the existing landline network and provides a lot of services from a single network based on IP (Internet Protocol) in line with the emerging trends. vi. The GSM network in MTNL Delhi & Mumbai is planned to be expanded by 2 million each (including 750K line 3G). As on Sept. 2010, capacity expansion has been completed in MTNL Delhi while in MTNL Mumbai, addition of 500K is in progress. vii. MTNL has already rolled out the 3 G services in both Delhi (on 5th Feb 2009) and Mumbai (on 30th June 2009) and has started commercial operations of the services. 3G technology provides faster internet surfing and enables MTNL to provide a host of video related services & enriched value added services like Video Telephony, High Speed Mobile Broadband, Mobile TV, Video Streaming, Video On Demand, On line Gaming, M-commerce etc to its subscribers. viii. Mobile network is quite sensitive to Radio Frequency, hence adequate nos. of BTS have been planned and with each expansion. Mobile network is continuously being optimized to improve upon the coverage and capacity. ix. MTNL is providing a lot of Value Added Services for both PSTN & Mobile subscribers like news, songs, astrology, e-ticketing, SMS, Voice SMS, Internet, Broadband, IPTV etc in line with the emerging trends. x. MTNL is also taking care of its customer's conveniences by opening Sanchar Haat customer service centre, increasing the points where customers can make payments, appointment of Dealers and Agent & special care of Corporate Customers. xi. MTNL is reviewing its tariff for various products and services so as to make them customer friendly and to suit various segments of the society.