GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 3260
TO BE ANSWERED ON 23RD MARCH, 2018

NON-FUNCTIONAL NETWORK AND LANDLINES IN SAMASTIPUR, BIHAR

†3260. SHRI RAM NATH THAKUR:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Government is engaged in improving the telecommunication system;

(b) if so, the details thereof;

(c) whether no improvement has taken place in BSNL, so far;

(d) whether network and landlines usually remain non-functional in Samastipur of Bihar; and

(e) if so, by when it is likely to be improved fully along with the details thereof?

ANSWER

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (c) Steps taken by Bharat Sanchar Nigam Limited (BSNL), Mahanagar Telephone Nigam Limited (MTNL) and Telecom Regulatory Authority of India (TRAI) to improve the telecommunication system in the country, are at **Annexure.**

(d) & (e) In Samastipur out of 670 landline complaints and 580 broadband complaints booked during last one year, only 7 landline complaints and 6 broadband complaints are pending. Following actions have been taken by BSNL to improve telecom services in Samastipur, Bihar:

(i) Out of total 68 2G-Base Transceiver Stations (BTSs), 13 2G BTSs replaced with 3G Mobile BTSs.
(ii) Harpur Alloth Mobile BTS commissioned to cover Dark Zone area.
(iii) For high Broadband speed, backhaul bandwidth of 46 DSLAMs (Digital Subscriber Line Access Multiplexer) upgraded to Fast Ethernet (FE) out of total 47 DSLAMs.
(iv) 271 Gram Panchayats connected with Optical Fibre for providing High speed broadband facilities under BharatNet project.
(v) 39 Landline Telephone exchanges are planned for upgradation with Next-Generation (NGN) exchanges.

Whenever interruption in network and landline services occur due to road widening or repair/other developmental activities, prompt restoration of services is done.

Annexure

A. Steps taken by BSNL to improve telecommunication system:

BSNL has drawn a comprehensive framework for augmentation / upgradation of its network in all spheres viz. wireless network, wireline network, data network,backhaul network & bandwidth augmentation with aggressive & innovative customer centric initiatives to improve its services.

BSNL has aligned its growth plan for the coming years to catch up the growth in field of data. As such, BSNL has dedicated its major resources on data services with focus on expansion of mobile network and broadband segment.

1. Wireless Services

Augmentation of GSM Mobile network capacity under Phase-VIII.4 has been finalised for the following:

- Replacement of old equipment having high operational cost & AMC.
- Addition of 3G capacity for increasing 3G footprint.
- Introduction of 4G services.
- The project is presently envisaged to provide about 20881 2G BTSs, 22517, 3G Node Bs and 10000 4G E-Node Bs.

For West and South zone, project is likely to be completed by December, 2018 and for North and East zone by March, 2019.

2. Replacement of legacy Wireline exchanges by Next Generation Network (NGN) Switches:–

- Phase I: Total capacity of 1 million line equipment has been commissioned in Phase -I class-5 based New Generation Network (NGN). Implementation of phase-II of 3 million line equipment is in progress. The project is expected to be completed by March, 2018.
- With migration to Next Generation Network (NGN) system, the customer will get better communication and Enhanced Value Added Services like Personalized Ring Back Tone, Multi Media Video Conferencing and IP Centrex etc.

3. **Augmentation of Broadband network for meeting data growth: -** BSNL has commissioned Multiprotocol Label Switching - Transport Profile (MPLS-TP) based Next Generation Packet Aggregation Network (MNG-PAN).

4. **Setup of Network Monitoring system (NMS) for Wire-line, Wireless and Broadband network**: Purchase Order (PO) for the procurement and implementation of Broadband Network Management System covering BB P2.2, Multiplayand Fiber to the Home (FTTH) Networks has been placed. The equipment is in advanced stage of commissioning.

5. Roll-out of Wi-Fi Service: BSNL has so far installed and radiated 17320 Wi-Fi Hotspots under various Wi-Fi Hotspot projects.

6**. BSNL-ECR CONE (Enhanced Capacity & resilience of Core Network**):

- Expansion of Provider Edge (PE) Network of BSNL: Out of planned 232 PE Routers, BSNL has commissioned 232 PE Routers along with their integration with Core Routers. This has resulted in the expansion of IPMPLS Network from 106 cities to 205 cities providing connectivity for broadband, NGN, 2G/ 3G requirements apart from increased connectivity to enterprise customer.
- In respect of creation of a Super Express Highway across the country and Super Express Transport Network with 200 Gbps (Gigabits per second) line capacity connecting 47 state

Capitals and important cities. The work in 45 cities has already been completed. Installation and commissioning of Optical Transport Network (OTN) equipment has been completed in two cities Silliguri and Guwahati.

- For procurement of Converged Packet Access Network (CPAN), Purchase Order (PO) has been issued. Supply in respect of B1 & B2 switch has been completed and A1 and A2 switch is in progress.

7. <u>Customer Centric Initiatives:</u>

- BSNL has focused on customer care services by installing exclusive call centres for GSM services, Wire- line and Broadband services.
- BSNL has introduced Virtual landline Connection under plan "ASEEM" in which customer can get a Virtual Landline number and get diverted all calls received on that number to a mobile number of his/her choice. This plan can also be provided in Technically Not Feasible (TNF) areas.
- BSNL has introduced replacement of Instrument Free of cost for existing customers, who have paid last six months bill for Landline/Combo connection with total amount of Rs.3600/- or above and having Landline for last three years.
- BSNL Landline may be booked through Facebook/Twitter. One month Fixed Monthly Charge on landline booked through Facebook/Twitter is being waived off. The scheme is applicable for one year w.e.f. 30.10.2017.
- Introduction of a scheme for sale of Asynchronous Digital Subscriber Line (ADSL) Wi-Fi Modem @ Rs. 1500/- with 100% Cash back @ Rs. 50/- per month for maximum 30 month or till the Broadband connection remain active to the Broadband customers who subscribe under any Broadband plan with Fixed Monthly Charge (FMC) Rs.675/- & above.
- Introduction of new Broadband plan 'BBG Combo UL 599' with 'Flat 2 Mbps Speed' and reformulation of certain pan-India DSL Broadband plans, which are currently being offered to the customers in pan-India basis – w.e.f. 10-07-2017.
- Tariff Plan for 2Mbps FTTH/ILL Backhaul @ Rs. 17820/- for Wi-Fi Hotspots under Universal Service Obligation Fund (USOF) in all the circles-w.e.f.20-07-2017.
- Reformulation of Broadband plans; offering 'Upto 10 Mbps' & Upto 8 Mbps' initial download speed (subject to technical feasibility) across all the DSL/FTTH Broadband plans [pan-India (except A&N circle)] with FMC ≥ Rs. 675/- & FMC < Rs.675 respectively, on pan-India basis-w.e.f. 01-11-2017.

8. Twitter Seva: BSNL has devised an efficient customer centric social media redressal program that has helped its customers to raise their grievances for efficient resolutions.

B. <u>Steps taken by MTNL to improve telecommunication system</u>: Several steps have been initiated by MTNL to improve the network parameters so that the Quality of Service can be improvised. The summary of the current status of all the technical initiatives is presented below:

1. Landline network:

- Refurbishing of 20% Pillars and DPs every year, is planned in phased manner. 1236 Pillar and 7199 DP have been refurbished by MTNL this year as on 31.12.2017
- To improve copper pair quality, 81,492 mtr existing Drop wires have been replaced with twisted drop wires or thermo sleeves have been put at open joints at DPs by MTNL this year, as on 31.12.2017.
- Training is being given to line staff to improve maintenance and installation practices.

- To control increased number of cable theft cases in Delhi, in-house cable theft alarm system has been developed and being deployed for primary cables above 400 pair capacity
- GM Area-wise meeting is being taken by CMD and concerned Director to address their problem, review the performance and motivate for better outcomes.

2. Broadband network:

- To give boost to customer experience, Download Speed of Broadband subscribers is being upgraded upto 8 Mbps progressively without any additional cost depending upon feasibility and line parameters. This year, 24,332 connections have been upgraded as on 31.12.2017 in Delhi, while 3,86,882 numbers have been upgraded in Mumbai.
- Tariff re-balancing of Broadband service has been done for giving more competitive and attractive tariff package to the customers.
- Societies / Areas where OFC / FTTH (Fiber to the Home) is already available, Broadband Subscribers are being migrated to FTTH free of cost and work has been started.
- To improve speed of Broadband connections, DSLAMs are being redeployed near customer premise. In 2017, 34 DSLAMs in Delhi and 18 in Mumbai have been redeployed thereby reducing copper length and enhancing the quality of Broadband service.
- Proactive Monitoring of Broadband Faults through Radius attempt.
- On line tool (IPTESTER) used for monitoring on real time basis of the BTS/Node-B, Broadband Equipment and FTTH Customers.
- Trainings have been organized for line staff to improve their skills for greater overall customer satisfaction.

3. FTTx Network:

- FTTH revenue share policy was modified to make it more flexible to attract new partners with enhanced revenue share to encourage partners to rollout more connections; 10 Partners each in Delhi and Mumbai have already started operations. Active monitoring is being done to ensure to achieve the envisaged targets of the policy. Regular advisories are being issued to field units. In the calendar year 2017, total 699 connections have been provisioned by FTTx partners in Mumbai while 188 connections were provisioned in Delhi.

4. Mobile Network:

- New 3G Mobile Core Network has been made operational. Around 1200 sites have been made on air.
- Tariff of Wireless services has been rationalized significantly in view of the cut throat competition. MTNL now offers three times more data in the same price.

C. <u>Steps taken by TRAI to improve telecommunication system</u>:

(i) Close monitoring of performance of service providers, against the benchmarks for various Quality of Service parameters laid down by TRAI, through periodic reports from service providers.
(ii) Follow up action with service providers for improving quality of service.
(iii) Audit and Assessment of Quality of Service through independent agencies. Also operator assisted drive tests of mobile networks are conducted throughout the country to assess coverage and quality.
(iv) Publication of results of Audit & Assessment of Quality of Service, including for Call Drop parameters and Surveys on TRAI website namely www.trai.gov.in for information of stakeholders, forcing the service providers to improve its service.
(v) Review of performance against the Quality of Service benchmarks and imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.

(vi) For addressing Call Drop, TRAI regularly undertakes the drive tests of mobile networks in select cities, highways and railway routs to assess the Quality of Service and coverage around the areas covered in the drive test routes. The results of Drive tests are shared with the service providers for improving Quality of Service and coverage in the areas identified in the Drive Tests.

TRAI monitors the performance of service providers, against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers for the service area as a whole.

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