GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO.2336
TO BE ANSWERED ON 30TH NOVEMBER, 2016

LANDLINE BROADBAND

†2336. SHRI HARISHCHANDRA CHAVAN:
SHRI PRATAPRAO JADHAV:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the number of cases of default in landline broadband connections is increasing every year;

(b) if so, the details thereof, State-wise including Maharashtra and the reasons therefor; and

(c) the efforts made by the Government to streamline the landline broadband services in order to resolve the problems/complaints?

ANSWER

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

(a)&b) The number of defaults in landline broadband connections (faults) have been increasing. The total number of faults in landline broadband connections in different telecom service areas including Maharastra telecom service area during the last two years and current year are enclosed as **Annexure-I.**

(c) Telecom Regulatory Authority of India (TRAI) has been pursuing with service providers for improving Quality of Service. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers, for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

In addition, telecom service providers are taking following efforts for streamlining the broadband services in order to resolve the problems/ complaints:

(i) Since the fixed line broadband faults mainly occur due to damage of UG cable during road works, landslides and water logging in low land areas in rural, remote and hilly areas, all circles/field units have been asked for close coordination with the Local bodies, Public Works Department (PWD), Water Authority and National Highway Authority of India (NHAI). In addition, regular patrolling of important cable routes to prevent cable thefts/cable damages.

(ii) Field units are closely monitoring the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.

(iii) Time to time rehabilitation and up gradation of external plant are also being done.

(iv) Regular change of drop wires is done to make it joint free.

(v) Change of faulty instrument/ Modems.

(vi) Installation of Digital Subscriber Line Access Multiplexer (DSLAM) nodes near the subscriber premises to reduce loop length.

(vii) Monitoring at different stages so that faults can be attended at the earliest.

(viii) Regular check of subscribers wiring.

Contd….2/-

Annexure-I

Number of complaints/ faults of landline broadband service in the last two years and the current year

Name of the Circle	2014-15	2015-16	2016-17 (up to Sep'2016)
	Total no. of landline Broadband faults registered	Total no. of landline Broadband faults registered	Total no. of landline Broadband faults registered
Andhra Pradesh	354930	454168	259269
Assam	28503	39548	24710
Bihar	105586	130548	73606
Kolkata	330153	332037	158058
Delhi	1639964	1611650	858771
Gujarat	178922	177313	99597
Himachal Pradesh	28527	27212	13963
Haryana	51310	50529	28157
Jammu & Kashmir	19742	19310	11488
Kerala	280661	697910	390176
Karnataka	258675	246507	130767
Maharastra	321112	378286	208362
Mumbai	1402670	1353495	963329
Madhya Pradesh	168175	180898	126366
North East	10476	13422	8488
Orissa	44486	48502	26296
Punjab	232291	222340	148725
Rajasthan	95192	171056	111920
Tamilnadu	738178	745980	415760
Uttar Pradesh(East)	118672	118897	55538
Uttar Pradesh(West)	94359	97507	55957
West Bengal	60253	65490	35066
All India	6562837	7182605	4204369

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