

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO.1129
TO BE ANSWERED ON 8TH FEBRUARY, 2017**

BSNL AND MTNL SERVICES

1129. SHRI RAHUL SHEWALE:
SHRIMATI NEELAM SONKER:
SHRI NANA PATOLE:
SHRI SANJAY DHOTRE:
SHRI VINOD LAKHAMASHI CHAVDA:
DR. SATYAPAL SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government/TRAI has received complaints of deficient services by MTNL and BSNL during each of the last three years and the current year;
- (b) if so, the details thereof, State/UT-wise along with the action taken/being taken by the Government on such complaints so far;
- (c) whether the quality of landline and mobile services of MTNL/BSNL is monitored/reviewed by the Government/TRAI periodically and if so, the details thereof along with the deficiency in services noticed in such monitoring/review during the said period;
- (d) whether customers are leaving MTNL/BSNL due to deficiencies in services and if so, the details thereof for the last three years and the current year; and
- (e) the steps taken by the Government to make MTNL and BSNL competitive with private players?

ANSWER

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

(a) & (b) Service related complaints received in Telecom Regulatory Authority of India (TRAI) of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) during the last three years and the current year are at **Annexure-I**. These complaints were forwarded to the concerned service providers for taking appropriate action.

Twitter-Seva of Department of Telecommunications (DoT) was started on 02.08.2016 for handling of complaints/feedback coming on Twitter handles of DoT, the details received till 31.01.2017 is at **Annexure-I**.

Complaints received by BSNL and MTNL on Government Public Grievance Portal (CPGRAMS) are at **Annexure-I**.

Complaints received directly by BSNL and MTNL and details of their disposal are at **Annexure-I**.

(c) TRAI monitors the performance of service providers, including BSNL and MTNL against the benchmarks for various Quality of Service (QoS) parameters laid down by TRAI in the QoS Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by the service providers.

Contd.....2/-

From the monitoring of performance, it has been observed that BSNL and MTNL are generally complying with various Quality of Service benchmarks for Cellular Mobile Telephone services (2G & 3G) and basic service (Wireline). The details of instances of number of non-compliance with the benchmarks during the years 2014, 2015 and 2016 on quarterly basis are given at **Annexure-II**.

(d) As per TRAI, the number of subscribers of BSNL and MTNL during the years 2014, 2015 & 2016 are at **Annexure III**. This shows number of telephone subscribers (wireline and wireless) have increased for both the organizations.

(e) To improve services of BSNL & MTNL and to compete with private Telecom Service Providers (TSP), the following steps are being taken by BSNL and MTNL:

BSNL:

(i) BSNL is augmenting its mobile network progressively so as to enhance coverage/ capacity and to further improve the quality of service, BSNL has initiated action for expansion of GSM (Global System for Mobile communications) lines for 15 million lines with provision of 10,817 number of 3G Base Transceiver Stations (BTS) and 14,252 number of BTSs under phase VII project the roll out of which is completed.

(ii) Phase VII+ project is under roll out across the country. In Phase VII+ project, out of plan of 9600 3G Node Bs and 5300 2G BTSs, 9075 3G Node Bs and 5439 2G BTSs have been added in North zone and South zone. As on 31.12.2016, a total 6.28 million lines (2.10 million lines in North Zone and 4.18 million lines in South Zone) have been commissioned. Purchase Order has been placed for installation of 3375 number of 3G Node Bs and 1693 number of 2G BTSs in East Zone. Also a new phase VIII tender has been opened and is under evaluation.

(iii) BSNL is upgrading its legacy wireline exchanges by Next Generation Network (NGN) Switches to reduce operational issues of wireline network and to enable delivery of various value added services.

(iv) BSNL is in the process of augmentation of broadband network for meeting data growth. BSNL plans to install 40,000 Hotspots in coming years. As on 30.11.2016, BSNL has installed 4116 Hotspots across 2109 locations in the country.

MTNL:

1. **Expansion of GSM/3G FR network in Delhi:** MTNL is in the process of expansion of mobile network by adding 1080 number of 3G sites for higher Data handling capacity. Purchase order has been placed for adding 1080 number of 3G sites in Delhi.

2. **3G Network Up-gradation in Mumbai:** MTNL has also planned to upgrade the existing 3G network in Mumbai to make it a high speed network of "HSPA+" (High Speed Packet Access) version. Purchase Order has been placed for Mumbai. After the proposed upgradation, the customers will get a download speed of 21.1. Mbps (Megabytes per second) and upload speed of 5.76 Mbps which is presently of 3.6 Mbps and 384 kbps (Kilobytes per second) respectively. Project is under advanced stage of implementation.

3. **Microwave Backhaul Connectivity:** Purchase Orders for adding 800 Microwave Hops in Delhi and 470 in Mumbai have been placed.

4. **Redeployment of DSLAMs of existing Broadband Network:** MTNL has launched a special program to progressively increase the fibre length by redeploying the broadband nodes Digital Subscriber Line Access Multiplexer (DSLAM) near to the subscriber premises in Delhi and Mumbai thereby reducing copper length and enhancing the quality of broadband service. 130 DSLAMs in Delhi and approx.. 132 in Mumbai have been redeployed thereby reducing copper length and enhancing the quality of Broadband service. This has improved customer experience and reduced the number of complaints.

5. **Fibre to the Home (FTTH):** High speed Broadband connections on optical fibre are proposed to be added on revenue share basis in Delhi and Mumbai. The customer will be provided data speeds up to 100 Mbps on optical fibre.

A. Number of service related complaints received in TRAI from BSNL and MTNL customers:

YEAR	BSNL	MTNL
2014	1410	546
2015	1444	522
2016	963	318
2017 (1.1.17 to 31.01.17)	69	27

B. Complaints received on Twitter for Current year from 02.08.2016 to 31.01.2017:

S.No.	Name	No. of Complaints	
		Registered	Resolved
1	BSNL	6796	6763
2	MTNL	745	741
	Total :	7541	7504

C. Complaints received on Government Public Grievance Portal (CGPRAMS):

S. No.	PERIOD	No. of Complaints of BSNL		No. of Complaints of MTNL	
		Registered	Resolved	Registered	Resolved
1	01.01.14 to 31.12.14	21944	20590	49658	48876
2	01.01.15 to 31.12.15	30723	29966	36377	36383
3	01.01.16 to 31.12.16	37066	37863	25996	26412
4	01.01.17 to 03.02.17	3068	3443	1668	1559

D. Complaints received directly by BSNL and MTNL:

PERIOD	BSNL	PERIOD	MTNL
01.1.2014 to 31.12.2014	1,28,81,963	01.4.2013 to 31.3.2014	76,21,966
01.1.2015 to 31.12.2015	1,12,01,201	01.4.2014 to 31.3.2015	73,54,393
01.1.2016 to 31.12.2016	1,05,40,320	01.4.2015 to 31.3.2016	67,72,819
01.1.2017 to 31.01.2017	3,80,781	01.4.2016 to 31.12.2016	46,27,909

Details of instances of Non-compliances reported by Service Providers (2G Services)												
Sl. No.	Name of Service Provider	2014 (Quarter ending)				2015 (Quarter ending)				2016 (Quarter ending)		
		March	June	Sept.	Dec.	March	June	Sept.	Dec.	March	June	Sept.
1	BSNL	39	43	74	48	37	33	33	17	14	4	2
2	MTNL	8	20	1	1	0	0	0	0	0	0	0

Details of instances of Non-compliances reported by Service Providers (3G Services)												
Sl. No.	Name of Service Provider	2014 (Quarter ending)				2015 (Quarter ending)				2016 (Quarter ending)		
		March	June	Sept.	Dec.	March	June	Sept.	Dec.	March	June	Sept.
1	BSNL	5	12	14	18	17	19	14	16	12	3	2
2	MTNL	0	0	0	0	0	0	0	0	0	1	0

Details of instances of Non-compliances reported by Service Providers (Basic Services)												
Sl. No.	Name of Service Provider	2014 (Quarter ending)				2015 (Quarter ending)				2016 (Quarter ending)		
		March	June	Sept.	Dec.	March	June	Sept.	Dec.	March	June	Sept.
1	BSNL	17	15	28	34	21	15	2	0	0	0	10
2	MTNL	5	5	5	4	4	4	5	3	3	3	4

Telephone Subscribers of BSNL and MTNL (as per TRAI report)

(in Millions)

	BSNL			MTNL		
Year	Wireless	Wireline	Total	Wireless	Wireline	Total
2014-15	81.38	16.93	98.32	3.45	3.52	6.97
2015-16	82.51	15.13	97.64	3.61	3.52	7.13
2016-17 (as on 31.12.2016)	96.79	13.74	110.53	3.63	3.48	7.10
