

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

**LOK SABHA
UNSTARRED QUESTION NO.6097
TO BE ANSWERED ON 4TH APRIL, 2018
BSNL/MTNL LANDLINE CONNECTIONS**

6097. SHRI MALYADRI SRIRAM:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware of the fact that number of new telephone connections under BSNL and MTNL is decreasing in residential and industrial areas of the country due to poor customer service and if so, the details thereof including the number of such connections during each of the last three years, State-wise and Telecom company-wise;
- (b) whether complaints pertaining to BSNL and MTNL telephone connections are pending for more than one month and if so, the details thereof, State/UT-wise; and
- (c) whether the Government proposes to waive off one month bill of customers, if they face the fault with the BSNL and MTNL telephone connections for more than fifteen days and if so, the details thereof and if not, the reasons therefor and the steps taken by the Government to redress the grievances of customers?

ANSWER

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

- (a) State wise/Circle wise details of total landline connections of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) of the last three years are at **Annexure-I**.
- (b) State wise/Circle wise details of BSNL and MTNL landline complaints pending for more than one month are at **Annexure-II**.
- (c) BSNL and MTNL give one month rebate on rent when services remain continuously interrupted for a period of more than 15 days. Some of the steps taken to redress customer grievances are:
 - (i) Integrated Voice Response System (IVRS) based complaint booking system and Call centres are operational for booking/redressal of complaints.
 - (ii) Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal to redress customer's grievances.
 - (iii) Rehabilitation of outdoor network is being carried out to minimize the fault occurrence.

State-wise number of landline subscribers of BSNL and MTNL

S.No.	State/Circle	As on 31.3.2015	As on 31.3.2016	As on 31.3.2017	As on 31.01.2018
A	BSNL				
1	Andaman & Nicobar	12746	12954	14341	15848
2	Andhra Pradesh	1496743	1340655	1216162	1058998
3	Assam	165994	158772	153165	136323
4	Bihar	194730	166156	155932	135139
5	Chhattisgarh	139123	132438	133444	127232
6	Gujarat	1322712	1172423	1110425	1041879
7	Haryana	350362	305885	282293	240439
8	Himachal Pradesh	200513	164336	142809	119934
9	Jammu & Kashmir	149349	131214	134283	115041
10	Jharkhand	144736	144935	138505	118711
11	Karnataka	1402178	1294726	1229813	1111834
12	Kerala	2484458	2187427	1999637	1872165
13	Madhya Pradesh	690892	608789	580875	545656
14	Maharashtra	1681804	1534836	1419352	1270492
15	North East-I	68094	65139	61306	55536
16	North East-II	59050	59038	59496	57500
17	Odisha	306675	294061	279674	261738
18	Punjab	761884	659460	586185	476204
19	Rajasthan	690273	646839	599739	508307
20	Tamil Nadu	1326825	1216131	1097636	970680
21	Uttarakhand	136061	123302	116308	103527
22	Uttar Pradesh (East)	402886	390103	379998	365435
23	Uttar Pradesh (West)	309971	264703	239112	207012
24	West Bengal	422949	247758	305622	261270
25	Kolkata	265066	668964	613190	567354
26	Chennai	726366	671326	639666	570492
	Total BSNL	16412440	14762370	13688964	12314746
B	MTNL				
1	Delhi	1609278	1615433	1601487	1544304
2	Mumbai	1942393	1888655	1860887	1812421
	Total MTNL	3551671	3504088	3462374	3356725

Annexure-II**State wise/Circle wise landline faults pending for more than 30 days**

Name of Circle	Landline faults pending for more than 30 days
BSNL	
Andaman & Nicobar Islands	0
Assam	14
Bihar	98
Jharkhand	44
Kolkata Telecom District	113
NE1	41
NE2	29
Orissa	27
West Bengal	686
Chhattisgarh	3
Gujrat	2
Maharashtra	122
Madhya Pradesh	24
Andhra Pradesh	4
Chennai Telecom District	7
Kerala	0
Karnataka	2
Tamil Nadu	5
Telangana	6
Haryana	0
Himachal Pradesh	1
Jammu & Kashmir	2
Punjab	4
Rajasthan	0
Uttar Pradesh (E)	41
Uttarakhand	2
Uttar Pradesh (W)	1
TOTAL	1278
MTNL	
Delhi	1553
Mumbai	0
TOTAL	1553
