

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

**LOK SABHA
UNSTARRED QUESTION NO. 3495
TO BE ANSWERED ON 8TH AUGUST, 2018**

MOBILE CONNECTIVITY IN UTTAR PRADESH

†3495. SHRI VINOD KUMAR SONKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether sufficient network range is available for providing easy connectivity in all the areas in Uttar Pradesh;
- (b) if not, the reasons therefor; and
- (c) whether effective steps are being taken by the Government for addressing the complaints regarding the services of BSNL in the rural areas of Uttar Pradesh and if so, the details thereof and if not, the reasons therefor?

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 Government is making all efforts along with the stakeholders, to provide affordable tele-connectivity to all inhabited areas of the country including the State of Uttar Pradesh (UP).

As a result of the continuous efforts put-in by the Government and Telecom Service Providers (TSPs), there has been an addition of about 1.2 lakh Base Transceiver Stations (BTS) in UP for GSM, 3G, & 4G services during April 2014 to July 2018. Accordingly, total tele-density of wireless subscribers has shown an increase from 57.27 % in March 2014 to 70.86 % in March 2018. A total of 97518 villages out of total 97813 inhabited villages in UP have registered mobile service connectivity, as on 28th July 2018.

However, Left Wing Extremism (LWE) affected areas and sparsely populated rural areas in the State pose some challenges for installation & operations of mobile networks on sustainable basis. Hence, the Government has provided necessary support through Universal Services Obligation Fund (USOF). As a result, 78 BTS have been already installed under Phase-I in Left Wing Extremism (LWE) affected areas of UP and approval for additional 179 tower-locations under Phase-II has been accorded.

As part of on-going Bharat-Net project to connect 250,000 GPs in the country, Optical Fiber Cable has been laid to connect 27999 Gram Panchayats (GPs) in UP out of

which 27843 GPs are service-ready, as on 29th July 2018. This infrastructure is available to all TSPs on non-discriminatory basis. Besides, public Wi-Fi hotspots are being set-up to provide internet services at village-level under which 9278 hotspots have already been set-up under 'Wi-Fi Choupal' scheme.

(c) In order to provide effective redressal to consumer grievances, M/s Bharat Sanchar Nigam Limited (BSNL), has set-up the procedure of handling the grievances in accordance with 'The Telecom Consumers Complaint Redressal Regulations 2012' as notified by Telecom Regulatory Authority of India (TRAI).

Every complaint at Complaint Centre (Call Centre) is registered by giving Unique Docket Number, which is maintained in the system for at least three months and can be monitored online by the customer to ascertain its status.

As per TRAI Performance Indicator Report for quarter ending March 2018, BSNL complies with all 'Customer Quality Service Parameters' for mobile services in the State of Uttar Pradesh.

BSNL provides telecom services in 90,573 villages in UP, as on 31st May 2018. It has undertaken further network expansion to improve services and reduce complaints. Addition of 4570 BTS (2457 for 2G and 2113 for 3G services) is on-going, out of which 1902 BTS have been installed by 30th June 2018.
