

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

**LOK SABHA
UNSTARRED QUESTION NO.1649
TO BE ANSWERED ON 13TH FEBRUARY, 2019**

TELECOM SYSTEM

†1649. SHRI PRATAPRAO JADHAV:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Union Government has allocated funds to make telecommunication system speedy, effective and to develop it and to ensure its benefits reach the consumers during the last three years till date;
- (b) if so, the details thereof year-wise/ State-wise;
- (c) the State-wise number of waitlisted applicants registered particularly in Buldhana Parliamentary constituency of Maharashtra and other backward areas as on date, category-wise/exchange-wise; and
- (d) whether effective steps are being taken to address the continuously increasing complaints of the telephone subscribers and if so, 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) & (b) Funds are not allocated State wise by the Government (DoT). However Universal Services Obligation Fund (USOF) has disbursed Rs. 20,899.48 Crore for providing speedy and effective telecom services and to ensure its benefits reach consumers in rural and remote areas of the country during the last three years and current year upto December 2018, as appended below:

CIRCLE -WISE SUBSIDY DISBURSED DURING LAST THREE YEARS AND CURRENT YEAR					
Rupees in Cr.					
Sl. No.	NAME OF STATES/UTs/ CCAs	2015-16	2016-17	2017-18	2018-19 (till December 2018)
1	A & N Islands	8.11			
2	ANDHRA PRADESH	1.33	0.66	6.85	4.56

3	ASSAM	0.55	0.71	0.50	6.34
4	BIHAR	2.58	0.88	53.35	26.96
5	CHHATTISGARH	0.37		118.64	28.20
6	DELHI			0.04	
7	DOT HQ *	3032.15	7171.03	6516.45	3274.41
8	GUJARAT			0.54	
9	HARYANA	1.82	2.56	0.21	0.42
10	HIMACHAL PRADESH	0.30	0.16	0.02	0.02
11	J & K	0.52	1.97	0.12	0.02
12	JHARKHAND	0.16	0.64	168.32	80.20
13	KARNATAKA	4.17	0.67	9.10	0.01
14	KERALA	1.32	6.22	0.76	0.02
15	MAHARASHTRA	14.10		12.20	6.45
16	MADHYA PRADESH	12.58	1.88	4.40	1.95
17	NE-I **	6.74	15.00	0.33	
18	NE-II ***	2.04	14.26	0.05	0.01
19	ODISHA	1.58	4.03	40.64	25.33
20	PUNJAB	6.56	2.44	0.66	
21	RAJASTHAN		1.65	0.45	3.68
22	TELANGANA			15.49	12.12
23	TAMIL NADU	0.01			91.98
24	UP(E)	0.77	1.09	26.93	3.58
25	UP(W)	0.29	0.27	0.33	0.06
26	UTTARAKHAND	0.19		0.21	
27	WEST BENGAL	1.76	0.92	22.16	7.38

* Centralized payment by DOT HQ

** NE I - Tripura, Meghalaya, Mizoram

*** NE II - Arunachal, Manipur, Nagaland

(c)

(i) There is No wait-listed applicant registered in other States except in Gujarat and Maharashtra. The details of wait-listed applicants in Gujarat and Maharashtra are as given below: -

SI No	CIRCLE NAME	Waiting List		
		Urban	Rural	Total
1	Gujarat	235	29	264
2	Maharashtra	458	72	530

(ii) The details of wait listed applicants registered in Buldhana Parliamentary Constituency of Maharashtra is as under: -

Sl. No	Exchange Name	Pending work orders
1	BULDHANA	28
2	CHANDUR BISWA	6
3	DHAMANGAON BADHE	2
4	DEULGAON RAJA	25
5	JAMOD	2
6	KHAMGAON	33
7	MEHKAR	15
8	MALKAPUR	1
9	NANDURA	33
10	SHEGAON	21
11	SAKHARKHERDA	1
12	UNDRI	3
	TOTAL:-	170

(d) BSNL & MTNL have effective consumer complaint redressal mechanisms like PGRMS (Public Grievance Monitoring System), CPGRAMS (Central Public Grievance Monitoring System), Twitter SEWA etc. They also have established large number of Help Desks and Call Centers apart from Automated Complaints Registration System. Round the clock Toll complain booking system is also in place to resolve complaints of consumers. Other Telecom Service Providers (TSPs) have similar efficient complaint redressal systems to redress the consumer's grievances. Complaints received in DoT/TRAI are immediately forwarded to the concerned TSPs for appropriate action. Apart from this consumers may also approach Consumer Forums for their satisfaction, if complaints are not resolved by TSPs.
