

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

**LOK SABHA
UNSTARRED QUESTION NO. 3895
TO BE ANSWERED ON 11TH DECEMBER, 2019**

LANDLINE TELEPHONES

†3895. SHRI KAPIL MORESHWAR PATIL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether landline telephones remain out of order for many days in the rural, hilly and tribal areas;
- (b) if so, the details thereof;
- (c) the remedial steps taken by the Government in this regard;
- (d) the extent to which the quality standards fixed by the Government in this regard have been achieved; and
- (e) the action taken by the Government to improve the said services?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS,
HUMAN RESOURCE DEVELOPMENT AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) to (d) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service Providers (TSPs) against the benchmarks for various Quality of Service parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). The performance is assessed for a License Service Area (LSA) as a whole.

TRAI assess fault repair in rural and hilly areas through parameters viz “% Fault repaired by next working day (for rural and hilly areas) (benchmark $\geq 75\%$) & % Fault repaired within 7 days (for rural and hilly areas) (benchmark $\geq 100\%$)”.

As per the PMR for Basic Services for the quarter ending September 2019, all the service providers are meeting all the benchmarks for the above said parameters in all the Service areas.

(e) TRAI has taken following steps to improve the services:

- Close monitoring of performance of service providers, against the benchmarks for various Quality of Service parameters laid down by TRAI, through periodic reports from service providers.
- Follow up action with service providers for improving quality of service.
- Imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.

Further, as reported by Bharat Sanchar Nigam Limited (BSNL), the following actions have been taken to improve landline services:

- Conversion of existing technology switches to Next Generation network.
- Provision of ring system for exchanges for redundancy in connectivity.
- Rehabilitation of outdoor network to reduce the landline faults is being done.
- Monsoon control room are set up in the circles during monsoon to monitor the functioning of landline and broadband services.
- Since the landline faults mainly occur due to damage of underground (UG) cable during road works, regular patrolling of important cable routes is done to prevent cable thefts/cable damages.
- Round the clock Toll free complaint booking mechanism. Moreover, help desk portal and call centre are set up.
- A stringent monitoring procedure is being adopted for prompt and timely clearance of customers complaints.
