

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

**LOK SABHA  
STARRED QUESTION NO.153  
TO BE ANSWERED ON 27<sup>TH</sup> JULY, 2016**

**BSNL SERVICES**

†\*153. SHRI CHHEDI PASWAN:  
SHRI RAVINDRA KUMAR PANDEY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the mobile, landline telephone and internet services of BSNL in rural, remote and hilly areas in various States are unsatisfactory and if so, the details thereof;
- (b) the details of quality norms and actual delivery of services along with the details of districts worst affected by poor service and network, State-wise;
- (c) the remedial measures taken by the Government to improve all these services along with the number of Base Tower Stations (BTSS) proposed to be installed in low penetration areas, State-wise;
- (d) whether a large number of BTS are dysfunctional in rural and remote areas and there is no proper power back-up due to shortage or pilferage of diesel allotted to the power generator and if so, the details thereof; and
- (e) the corrective measures taken to improve the situation?

**ANSWER**

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

- (a) to (e) A Statement is laid on the Table of the House.

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**STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 153 FOR 27<sup>th</sup> JULY, 2016 REGARDING “BSNL SERVICES”.**

(a)&(b) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) parameters and benchmarks for basic services (wireline), mobile telephone services and broadband services through Quality of Service Regulations issued from time to time. TRAI monitors the performance of service providers, against these QoS benchmarks for the various parameters through quarterly Performance Monitoring Reports (PMRs).

Land line, Broadband internet and Mobile services of Bharat Sanchar Nigam Limited (BSNL) are working satisfactorily in its Licensed Service Areas (LSA) including rural, remote and hilly areas and are in general meeting the QoS parameters specified by TRAI. However, there is coverage and congestion problems in some areas due to topographical conditions in Hilly States and North-East including Assam.

The details of quality norms prescribed by TRAI and circle/LSA-wise details of actual delivery of services for Landline, Mobile and Broadband services by BSNL are given in Annexure-I, Annexure-II and Annexure-III respectively.

(c) BSNL is taking several steps to improve its telecommunication services, these include:

- BSNL is augmenting its mobile network progressively so as to enhance coverage/ capacity, and to further improve the Quality of Service. Under GSM (Global System for Mobile communication) Phase-VII Project, an investment of Rs. 4804 crore is envisaged for installation of around 25266 Base Transceiver Stations (BTSs) (2G+3G) in the network Further, in Phase VII+ also, an investment of Rs. 2151 crore is planned for commissioning of 21765 BTSs (2G+3G). Under Phase VII project, BSNL has already installed 25033 new Nodes (2G+3G) out of 25266 planned. In phase VII+ project, 5345 BTSs have already been installed against a target of 21765 BTSs. Details are given in Annexure-IV and Annexure-V.
- BSNL has planned in North East area under Universal Service Obligation (USO) funded North-East GSM Project for installation of 1893 BTS in Arunachal Pradesh and 924 BTSs in Karbi Anglong and Dima Hasao districts of Assam to provide mobile service to all uncovered villages in these areas. In addition to it, installation of 2199 Towers under Left Wing Extremist (LWE) Project in 10 States is also in progress and till date out of which 2069 BTSs have been put on air.
- BSNL is also optimizing its network continuously to improve its performance.
- The core transmission network is being augmented with a Rs. 1100 crore project of enhancing capacity and resilience of Core Network (ECR CoNe) to meet the traffic growth of Broadband/internet and data services, 3G/4G.

- More and more rehabilitation activity is being carried out. 5 pair cable is being used in place of drop wires to reduce the fault rate.
- For improvement of Landline, BSNL has planned to replace the Landline Exchanges with Next Generation Network (NGN) technology and Plans to introduce State of art NGN network in a progressive manner. BSNL has commissioned 1 Million capacity of NGN (Next Generation Network) with 659 Nodes, in first phase. Under phase-II of NGN, there is plan to add 3 million lines and 2099 nodes.
- Regular patrolling of important cable routes to prevent cable thefts/cable damages.
- Coordination with local bodies to minimize cable damages due to road works.
- Reduction in life of telephone instruments and liberal replacement of the same on receiving any complaint.
- Call Details Record (CDR) project has been implemented in all 334 Secondary Switching Areas (SSAs) spread across the country. Implementation of this project helps to reduce the problems faced by the customer. The request made by subscribers for the value added services on wire-line is implemented immediately. Installation, Reconnection/disconnection, provision of STD/ISD, choice of tariff plan etc. can be implemented very easily.
- Enterprise Resource Planning (ERP) project has been taken in a big way across BSNL. This has improved the overall working of BSNL.
- Since the faults in lines majorly occurred by damage of cable due to landslides, road works etc. in Hilly state and all circles, field units have been asked for close coordination with the Local Bodies, PWD, Water Authority and NHAI authorities.
- Instructions have been given to all the field units to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.
- BSNL has provided 2526 Wi-Fi hot spots at 1237 locations for fast and seamless data connectivity and to improve internet services. Additional 40000 hotspots are expected to be installed during next two years.
- BSNL is offering high speed broadband service on Optical Fiber cable to its customers. 83902 FTTH (Fiber to the Home) connections have been provided till March 31<sup>st</sup> 2016 and 8923 FTTH connections have been added during current year till 21.07.2016.

(d)&(e) BSNL has reported that no BTSs in rural and remote areas are dysfunctional due to power back-up, pilferage or shortage of diesel allotted for the power generators. Batteries are regularly replaced as and when required and diesel is provided for maintaining the BTS uptime.

**Annexure-I**

**Details of quality norms for Landline Services and circle-wise details of actual delivery of services**

SL. NO.	UNIT	% Fault cleared by next working day in rural area TRAI Benchmark $\geq$ 75%	% Fault cleared within 7 days in rural areas TRAI Benchmark=100%	% Fault cleared by next working day in urban area TRAI Benchmark $\geq$ 85%	% Fault cleared within 5 days in urban TRAI Benchmark=100%	Fault Rate TRAI Benchmark $\leq$ 7%	MTTR TRAI Benchmark $\leq$ 10 Hrs.
1	Andaman & Nicobar	94.68	100.00	96.5	100.0	4.32	7.00
2	Andhra Pradesh	90.28	100.00	93.9	100.0	4.56	6.05
3	Assam	95.66	100.00	96.5	100.0	3.74	3.20
4	Bihar	95.19	100.00	94.6	100.0	3.45	4.82
5	Chattisgarh	96.78	100.00	96.9	100.0	3.13	6.23
6	Gujarat	92.53	100.00	96.0	100.0	4.8	4.83
7	Haryana	95.92	100.00	94.1	100.0	4.65	6.09
8	Himachal Pradesh	93.84	100.00	91.2	100.0	5.63	<b>6.61</b>
9	Jammu & Kashmir	92.29	100.00	93.4	100.0	4.77	6.20
10	Jharkhand	90.21	100.00	97.6	100.0	2.26	6.16
11	Karnataka	94.68	100.00	96.4	100.0	4.23	6.57
12	Kerala	90.46	100.00	91.4	100.0	4.82	7.68
13	Madhya Pradesh	84.89	100.00	88.3	100.0	4.56	3.37
14	Maharashtra	88.97	100.00	91.3	100.0	4.94	6.19
15	North-East-I	93.04	100.00	92.5	100.0	4.25	6.60
16	North-East-II	100.00	100.00	93.0	100.0	2.6	2.64
17	Odisha	102.29	100.00	90.9	100.0	5.94	4.94
18	Punjab	92.54	100.00	91.7	100.0	4.83	6.29
19	Rajasthan	96.66	100.00	91.2	100.0	5.76	5.43
20	Tamil Nadu	91.78	100.00	90.9	100.0	4.03	7.85
21	Uttarakhand	95.69	100.00	94.5	100.0	4.51	4.50
22	Uttar Pradesh (East)	95.43	100.00	93.9	100.0	4.18	5.16
23	Uttar Pradesh (West)	95.52	100.00	96.1	100.0	5.05	5.39
24	West Bengal	93.88	100.00	91.7	100.0	4.09	4.87
25	Kolkata	N/A	N/A	89.9	100.0	6.39	8.08
26	Chennai	94.44	100.00	94.5	100.0	4.81	6.04
27	Total :BSNL	<b>91.86</b>	<b>100.00</b>	<b>92.8</b>	<b>100.0</b>	<b>4.5</b>	<b>5.7</b>

**MTTR – Mean time to Repair**

**ANNEXURE-II**

**Details of quality norms for Mobile Services and LSA-wise details of actual delivery of services**

SI No	Name of Service Area	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
		BTSs Accumulated downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%age)	Call Setup Success Rate (Within Licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop and Circuit Switched Voice Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) Rate (%age)	%age of connection with good voice quality	Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark Note :2)
	1	5	7	8	9	10	11	14	15	16
<b>Bench Mark</b>										
		<b>&lt;=2%</b>	<b>&lt;=2%</b>	<b>&gt;=95%</b>	<b>&lt;=1%</b>	<b>&lt;=2%</b>	<b>&lt;=2%</b>	<b>&lt;=3%</b>	<b>&gt;=95%</b>	<b>&lt;=0.5%</b>
1	Andaman & Nicobar	1.87	1.93	98.03	0.66	1.52	0.68	2.61	98	0
2	Assam	1.99	1.94	98.55	0.89	1.45	1.88	2.97	95.9	0
3	Bihar	1.865	1.93	97.015	0.505	0.45	1.325	2.655	97.15	0
4	Chennai	0.53	1.66	96.68	0.82	1.55	0.82	1.63	100	0
5	Kolkata	1.88	2.85	99.17	0.79	0.61	1.01	2	99.82	0
6	Gujarat	1.72	1.05	97.47	0.07	0.36	0.41	1.28	100	0
7	Himachal Pradesh	1.99	1.93	98.28	0.98	1.92	1.73	2.87	95.02	0
8	Haryana	1.77	1.66	97.82	0.74	0.81	1.24	0.9	97.33	0
9	Jammu & Kashmir	1.4	0.53	98.73	0.61	1.26	1	1.83	96.81	0
10	Kerala	0.67	0	98.79	0.27	1.21	0.56	1.04	99.94	0
11	Karnataka	1.47	1.9	98.53	0.42	1.25	0.68	1.41	97.06	0
12	Maha-rashtra	1.9	1.71	96.74	0.52	1.15	1.09	2.55	96.72	0
13	Madhya Pradesh	1.92	1.73	96.645	0.64	1.155	1.135	2.47	97.83	0
14	North-East	1.875	1.845	97.3	0.955	1.92	1.825	2.89	96.70 5	0
15	Odisha	1.47	1.97	98.19	0.9	1.81	1.77	2.89	98.1	0
16	Punjab	0.75	1.86	97.3	0.69	1.08	0.37	0.95	96.73	0
17	Rajasthan	1.3	1.57	98.18	0.74	1.73	1.38	2.05	97.87	0
18	Tamil Nadu	0.94	1.78	98.7	0.3	0.7	1.03	2.33	96.82	0
19	U.P. (E)	1.86	1.95	98.88	0.65	2	1.06	2.72	96.5	0
20	U.P. (W)	1.58	1.725	98.105	0.61	1.2	1.215	2.18	96.23	0
21	West Bengal	0.45	1.225	97.835	1.46	1.715	1.34	13.02	96.36 5	0

SDCCH – Standalone Dedicated Control Channel.

TCH – Traffic Channel

## Details of quality norms for Broadband Services and circle-wise details of actual delivery of services

No	Parameters	Benchmarks	Andaman & Nicobar	Andhra Pradesh	Assam	Bihar	Chhattisgarh	Kolkata	Chennai	Gujarat	Himachal Pradesh	Haryana	Jharkhand	Jammu & Kashmir	Kerala	Karnataka	Maharashtra	Madhya Pradesh	North East-I	North-East-II	Odisha
1	<b>Service Provisioning / Activation Time</b>	100% in ≤15 working days																			
1.1	No. of connection registered		185	9995	1069	1465	759	848	2903	4242	1269	2829	1020	1616	14974	7541	8475	3376	387	384	2040
1.2	%age of connections provided within 15 days of registration of demands	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demands		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1.4	No. of customers to whom credit is given for delayed connections		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1.5	Total no. of connections provided during the period		185	9224	1069	1465	592	848	2903	4242	1269	2829	1005	1570	12772	6839	8475	3376	387	384	2040
1.6	Total no. of working connections at the end of the period		6578	420373	49541	54903	62374	117939	286856	303194	53204	119459	57957	56884	653764	462382	511132	223002	26466	22378	116921
2	<b>Fault repair / Restoration time</b>																				
2.1	Total no. of faults registered		262	40371	4419	9867	1540	28371	41916	13247	2260	3577	2599	1820	67547	13598	24119	7593	706	775	4483
2.2	%age of faults repaired by next working day	>90%	91.60%	93.75%	95.70%	90.67%	95.58%	91.24%	91.60%	91.33%	92.61%	92.82%	95.04%	98.46%	91.62%	96.62%	92.04%	94.39%	93.77%	94.84%	93.95%
2.3	%age of faults repaired within 3 working day	≥99%	100%	99.37%	99.62%	99.04%	99.87%	99.33%	99.20%	99.45%	100%	100%	100%	99.07%	99.10%	99.77%	99.60%	100%	99.72%	100%	100%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair																				
a	Rent rebate of 7 days		0	0	0	0	7	0	0	0	0	2	2	0	23	0	0	0	0	0	0
b	Rent rebate of 15 days		0	0	0	0	3	0	0	0	0	9	6	0	100	0	2	0	0	0	0
c	Rent rebate of one month		0	0	0	0	1	0	0	0	0	10	12	0	413	5	15	0	0	0	135
3	<b>Bandwidth utilisation/Throughput</b>																				
3	Broadband connection speed available (download) from ISP node to user %	>80%	73.00%	98.55%	98.14%	87.79%	92.17%	90.00%	83.00%	91.12%	86.18%	93.31%	91.72%	87.16%	90.45%	92.74%	89.70%	90.74%	93.67%	88.00%	89.08%
4.1	Total Operational Hours		744	744	744	744	744	744	744	744	744	744	744	744	744	744	744	744	744	744	744
4.2	Total downtime in Hours		0	0.18	0.36	6.47	2.5	2.29	0	3.08	4.97	1.83	4	3.82	1.45	1.41	1.9	0.22	3.33	6.67	3.76
4.3	Service Availability / Uptime (for all users) in %age	>98%	100%	99.98%	99.95%	99.13%	99.66%	99.69%	100%	99.59%	99.33%	99.75%	99.46%	99.49%	99.81%	99.81%	99.74%	99.97%	99.55%	99.10%	99.49%

No	Para- meters	Punjab	Rajas- than	Tamil Nadu	Uttara- khand	U.P. (East)	U.P. (West)	West Bengal	All India
1	<b>Service Provisioning / Activation Time</b>								
1.1	No. of connection registered	5750	3712	9482	971	2672	2011	937	90912
1.2	%age of connections provided within 15 days of registration of demands	100%	100%	100%	100%	100%	100%	100%	100%
1.3	%age of connections provided after 15 days of registration of demands	0%	0%	0%	0%	0%	0%	0%	0%
1.4	No. of customers to whom credit is given for delayed connections	0	0	0	0	0	0	0	0
1.5	Total no. of connections provided during the period	5396	3454	9482	971	2672	2011	560	86020
1.6	Total no. of working connections at the end of the period	282970	229335	468976	52272	170227	103135	75567	4987794
2	<b>Fault repair / Restoration time</b>								
2.1	Total no. of faults registered	7453	14882	14074	2386	6252	5596	4289	324002
2.2	%age of faults repaired by next working day	96.11%	94.32%	94.53%	90.13%	92.27%	91.65%	94.57%	93.51%
2.3	%age of faults repaired within 3 working day	99.44%	99.78%	99.90%	99.23%	100%	99.32%	100%	99.65%
2.4	No. of customers to whom rent rebate is given in minimum monthly charges or equivalent usage allowance for delay in fault repair								0%
a	Rent rebate of 7 days	6	0	0	0	0	0	15	55
b	Rent rebate of 15 days	30	0	0	0	0	2	8	160
c	Rent rebate of one month	103	0	0	0	0	6	6	706
3	<b>Bandwidth utilisation/Throughput</b>								
3	Broadband connection speed available (download)from ISP node to user %	91.09%	89.52%	96.59%	93.10%	89.52%	90.57%	88.65%	90.21%
4.1	Total Operational Hours	744	744	744	744	744	744	744	744
4.2	Total downtime in Hours	1.02	1.6	0.41	3.67	1.27	2.83	6.5	2.52
4.3	Service Availability / Uptime (for all users) in %age	99.86%	99.78%	99.94%	99.51%	99.83%	99.62%	99.13%	99.66%

**Annexure-IV****Planned / On Air BTSs Status as on 31.05.2016 of Phase VII GSM Project**

S. N	Name of Circle	3G(NODE B) planned in Ph-VII	On Air (3G Node B) as on 31/05/16	2G BTS Planned in Ph-VII	On Air (2G BTS) as on 31/05/16
1	HARYANA	455	455	695	695
2	HIMACHAL PRADESH	112	110	324	323
3	JAMMU & KASHMIR	20	8	176	149
4	PUNJAB	564	564	711	705
5	RAJASTHAN	229	221	595	592
6	UTTARAKHAND	157	157	318	312
7	UTTAR PRADESH(E)	855	846	1131	1125
8	UTTAR PRADESH(W)	599	599	873	870
9	ANADAMAN NICOBAR	0	0	52	52
10	ASSAM	83	82	187	184
11	BIHAR	228	200	1146	1096
12	KOLKATA	136	131	136	135
13	JHARKHAND	225	225	225	225
14	NORTH EAST-I	239	232	337	324
15	NORTH EAST-II	222	220	232	227
16	ORISSA	865	865	1275	1275
17	WEST BENGAL	300	293	438	438
18	ANDHRA PRADESH	2938	2938	1916	1916
19	CHENNAI TD	190	190	0	0
20	KERALA	853	853	695	695
21	KARNATAKA	320	320	636	636
22	TAMILNADU	420	420	500	500
23	CHATTISGARH	169	157	169	158
24	GUJARAT	362	357	360	360
25	MAHARASTRA	524	524	524	524
26	MADHYA PRADESH	275	275	275	275
	Total	11340	11242	13926	13791



**Annexure-V****Planned BTSs Status as on 31.05.2016 of Phase VII+ Project**

S. N	Name of Circle	3G(NODE Bs) planned in Ph VII+	2G BTS Planned in Ph-VII+
1	HARYANA	630	250
2	HIMACHAL PRADESH	280	170
3	JAMMU & KASHMIR	200	130
4	PUNJAB	270	395
5	RAJASTHAN	370	405
6	UTTARAKHAND	255	135
7	UTTAR PRADESH(E)	710	625
8	UTTAR PRADESH(W)	285	330
9	ANADAMAN NICOBAR	60	67
10	ASSAM	330	270
11	BIHAR	821	821
12	KOLKATA	1000	1000
13	JHARKHAND	185	185
14	NORTH EAST-I	227	268
15	NORTH EAST-II	59	59
16	ORISSA	618	570
17	WEST BENGAL	75	200
18	ANDHRA PRADESH	1450	660
19	CHENNAI TD	350	250
20	KERALA	1850	750
21	KARNATAKA	1600	700
22	TAMILNADU	1400	500
23	CHATTISGARH	0	0
24	GUJARAT	0	0
25	MAHARASTRA	0	0
26	MADHYA PRADESH	0	0
	Total	13025	8740

\* Andhra Pradesh includes Telangana area also.

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