

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

**LOK SABHA
UNSTARRED QUESTION NO.1699
TO BE ANSWERED ON 27TH JULY, 2016**

POOR QUALITY OF TELEPHONE SETS

†1699. SHRI ANSHUL VERMA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the telephone sets provided by BSNL to its customers are of low quality and several complaints have been received in this regard from many districts including Uttar Pradesh;
- (b) if so, the details thereof;
- (c) whether the internet phone subscribers in Hardoi district of Uttar Pradesh are facing problems due to poor quality of internet modem which develops snag within 15 days;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the action taken by the Government in this regard and measures taken to ensure supply of quality telephone sets and internet modem by BSNL?

ANSWER

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

(a) & (b) No complaint has been received regarding telephone sets.

(c) to (e) Bharat Sanchar Nigam Limited has reported that software bug has been found in some of the ADSL (Asymmetric Digital Subscriber Line) modems installed in Hardoi District. BSNL is attending the problems by installing software patch/replacement of modems at vendor's cost. The modem sets are as per the standards and specifications set by TEC(Telecommunications Engineering Centre).
