

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

**LOK SABHA
UNSTARRED QUESTION NO.4119
TO BE ANSWERED ON 10TH AUGUST, 2016**

MTNL SERVICES

4119. SHRI A. ARUNMOZHI THEVAN:
SHRI D.K. SURESH:
SHRI PONGULETI SRINIVASA REDDY:
SHRI E.T. MOHAMMED BASHEER:
SHRI LALLU SINGH:
DR. RAVINDRA KUMAR RAY:
SHRI NALIN KUMAR KATEEL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the landline, mobile telephones and the internet services of the Mahanagar Telephone Nigam Limited (MTNL) in its service area is very unsatisfactory and the mobile network and internet connection is very poor particularly in Delhi;
- (b) if so, the details thereof and the complaints received separately for landline telephones, mobile phones and internet services during the current year so far along with the reasons for unsatisfactory and poor mobile and internet connectivity;
- (c) whether there have been frequent server down problem in MTNL, Delhi;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the action taken by the Government to improve network problem, internet speed and connectivity and landline service of the PSU along with the details of new mobile towers proposed to be set up in Delhi and Mumbai by the company?

ANSWER

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

(a)&(b) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers, including Mahanagar Telephone Nigam Limited (MTNL) against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers.

As per PMR for the quarter ending March 2016, for 2G & 3G services, MTNL is meeting all the parameters in both Delhi & Mumbai service areas. However, in May 2016, TRAI had undertaken drive test of mobile network of MTNL through Independent Agencies. The results of these drive tests show that the call drop rate in the areas covered by the drive test route are far in excess of the prescribed benchmark of $\leq 2\%$.

Contd...2/-

As per PMR for the quarter ending March 2016, Basic Wireline Service, MTNL is meeting all the benchmarks for all the parameters in both Delhi & Mumbai service areas except % Fault repaired within 5 days (for urban areas) in Delhi & Mumbai service areas and Termination / closure of service - %age requests for Termination / closure of service complied within 7 days in Mumbai service area. Regarding Broadband services, MTNL is meeting all the benchmarks for all the parameters in both Delhi & Mumbai service areas except the benchmarks related to Service Provisioning and Fault Repair in Delhi & Mumbai service areas.

The details of complaints received by MTNL in respect of its landline, mobile and internet services during the current year are given below:

Total no. of complaints received		
Services	Delhi (From 1.04.16 to 30.06.16)	Mumbai (From 1.04.16 to 31.07.16)
Mobile services	9323	34231
Landline services	489013	651759
Broadband services	339779	390719

(c)&(d) MTNL has reported that all its servers in its broadband unit of Delhi are installed in high availability mode.

(e) MTNL has been unable to invest in expansion of its networks due to financial distress. Government has provided financial assistance to Mahanagar Telephone Nigam Limited (MTNL) for its revival as detailed below:

- Surrender with refund of Broadband Wireless Access (BWA) spectrum held by MTNL in Delhi and Mumbai. Under this head, Rs.4,533.97 crores has been refunded to MTNL through bonds.
- The pension liability of MTNL for its staff who got absorbed from DoT, shall get pension from the Government at par with BSNL absorbed staff.
- Financial support of Rs.492.26 crores has been given to MTNL on account of liability arising from levy of Minimum Alternate Tax (MAT).
- Refund of Rs.458.04 crores to MTNL on account of surrender of CDMA (Code Division Multiple Access) spectrum.

In addition to the above, separately MTNL is taking several steps to improve its telecommunication services, these include:

For Landline/Broadband services:

- To provide the better connectivity & assured speed, network is optimized and DSLAMs (Digital Subscriber Line Access Multiplexer) are deployed near to customer's premises.
- Close monitoring and Review of various internal links of core equipment on routine basis using locally developed tool IP (Internet Protocol) Tester on mobile devices.
- 2Mbps & higher speed is offered through FTTH (Fibre to the Home)/ ADSL2 + (Asymmetric Digital Subscriber Line) as per market trend and popularity among class of customers have been modified.

- Experts groups have been formed to handle broadband service related complaints.
- Separate teams have been deployed in each area to monitor and quick resolution of issues to further improve the services.
- Regular meetings are planned with local authorities and Police to avoid damage to the cables during infrastructure works and cable theft.
- Efforts are made to clear low insulation faults, repair of DPs (Distribution Points) and Pillars, outdoor faults to improve the line parameters.
- Night patrolling of the area by officers to avoid cable theft/damage.
- Workshops/ training are arranged to educate staff for handling the new challenges.
- Customers are contacted on Mobile to fix convenient time to attend the fault. In case of locked premises SMS being sent to expedite fault rectification.
- Regular maintenance of Indoor & Outdoor network.
- Faults handling has improved through provisioning of SMS to line staff/ officers, as well as customers.

For mobile service:

- Introduction of new frequency plan.
- Optimization of cell level parameters.
- Preventive maintenance to minimize the hardware faults.
- On line monitoring of Base Transceiver Station (BTS) outages.
- Optimization of Radio Frequency (RF) network regularly.
- Expansion of 3G network by adding 1080 Node Bs in MTNL Delhi & upgradation of existing 3G core network in MTNL Mumbai.
