

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:34  
ANSWERED ON:19.02.2003  
HARASSMENT OF CELLULAR OPERATORS  
BHASKAR RAO PATIL;CHARAN DAS MAHANT

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the TRAI has sought any explanation from MTNL for disconnecting cellular service in Delhi recently;
- (b) if so, whether private cellular operators and their customers were deliberately harassed by the MTNL;
- (c) if so, the reasons therefor; and
- (d) the steps taken by the Government to ensure that such problems do not recur?

**Answer**

THE MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STA QUESTION NO. 34 FOR 19TH FEBRUARY, 2003 REGARDING HARASSMENT OF CELLULAR OPERATORS.

(a) Sir, TRAI had sought information from MTNL on 20.1.2003 about the reason for disruption in service as well as the extent thereof, as the TRAI had noted that subscribers of MTNL and private cellular service operators were facing difficulty in getting connected to each other during the earlier three-four days; the desired information was furnished by MTNL to TRAI.

(b) & (c): Due to some differences on terms of interconnection between the operators some disturbances in the network had occurred. Steps were taken to ensure that all interconnection links worked properly and services got normalized.

(d) TRAI is mandated under the TRAI Act to monitor such situations and in particular Quality of Service (QOS) TRAI has issued QOS regulations for both Basic and Cellular Operators, which are being monitored by it periodically.