

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

UNSTARRED QUESTION NO:1318

ANSWERED ON:10.12.2003

TELECOM SERVICES

BHERU LAL MEENA;CHARAN DAS MAHANT;GAJENDRA SINGH RAJUKHEDI;SULTAN SALAHUDDIN OWASI

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

- (a) whether some private operators are offering full roaming facilities by forwarding calls in the name of multiple registration;
- (b) if so, the details thereof;
- (c) whether this facility is in violation of norms fixed by the Government;
- (d) if so, whether the Government has received complaints regarding quality of telecom services by BSNL/MTNL as well as private operators; and
- (e) if so, the details and the action proposed to be taken in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI , PRADHAN)

(a) to (c) Some private operators offered facilities of multiple registration to their subscribers coupled with forwarding of calls fusing same handheld wireless terminal. In certain areas, these facilities were being invoked by utilising over the Air Activation of handset facilities. As combination of such features was blurring the distinction between limited mobility facilities within a Short Distance Charging Area (SDCA) and the Cellular Mobile Telephone Services, the Operators were directed to discontinue the facility of Over the Air Activation as well as use of same handset in more than one SDCA in Wireless Access System for providing multiple registration or Temporary Subscriber Service.

(d) & (e) Telecom Regulatory Authority of India widely publicized the performance of various Operators including BSNL/MTNL in respect of Quality of Service parameters which includes Call Completion Rate, Call Drop Rate, Fault Rate, Restoration Time and Billing Complaints. Various Operators take corrective measures like upgradation of equipment/network, training of staff to reduce complaints for retaining/enrolling subscribers in a competitive environment.