

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

UNSTARRED QUESTION NO:1503
ANSWERED ON:03.08.2005
CELL PHONE SERVICES OF BSNL AND MTNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government is aware that the services of Cell-phone provided by the MTNL and the BSNL are inferior in comparison to the other private cell-phone operators; and

(b) if so, the steps the Government proposes to undertake to improve the cell-phone services of MTNL and BSNL users?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Sir, Telecom Regulatory Authority of India (TRAI) is, inter-alia, mandated for monitoring of Quality of Service (QoS) provided by the Cellular Mobile Telephone Service Providers. As per the TRAI report for quarter ending March 2005, like other Private Operators, Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are also meeting most of the QoS benchmarks. However, congestion in BSNL's Mobile network has been observed in some service areas due to limitation in network capacity.

(b) BSNL is optimizing its Mobile network continuously for improved performance. Monitoring of the network has been strengthened by BSNL to ensure performance as per the QoS parameters prescribed by TRAI. BSNL has been augmenting its mobile network continuously and action has been taken to augment the network capacity by around 14 million in the country to meet the overwhelming demand. Similarly, MTNL has also planned to add 0.4 million cellular mobile capacity in the current financial year 2005-06.