

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

UNSTARRED QUESTION NO:2968
ANSWERED ON:18.08.2004
BSNL MOBILE SERVICE
Pingle Shri Devidas Anandrao

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

- (a) whether the cellular services being provided by the Bharat Sanchar Nigam Limited are not upto the mark;
- (b) if so, the facts thereof;
- (c) whether the frequency of BSNL is very low and the roaming system also fails frequently;
- (d) if so, the reasons therefor; and
- (e) the remedial steps taken by the Government to provide better and more reliable services to the consumers?

Answer

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

- (a) & (b): The Telecom Regulatory Authority of India (TRAI) monitors the Quality of Service (QOS) performance of all Cellular Operators, including that of Bharat Sanchar Nigam Limited (BSNL), on quarterly basis. From these monitoring reports, it is seen that Cellular Service of BSNL is generally upto the mark, except for a few deficiencies in some of the QOS parameters such as fault cleared within 24 hours, Call Success Rate (within Licensee`s own network) etc.
- (c) The frequency (bandwidth) of BSNL Cellular Services is appropriate and Roaming system is working satisfactorily.
- (d) Does not arise in view of (c) above.
- (e) Monitoring of the network has been strengthened by BSNL and in the event of failure, efforts are made for the earliest possible restoration of service and to meet the QOS parameters prescribed by TRAI.