

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

UNSTARRED QUESTION NO:2855

ANSWERED ON:10.05.2006

POOR MOBILE SERVICE

Gao Shri Tapir;Mahto Shri Tek Lal;Muqueem Shri Mohammed;Reddy Shri Karunakara G.;Sarma Dr. Arun Kumar;Siddeswara Shri Gowdar Mallikarjunappa;Singh Shri Sitaram

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

- (a) whether several districts of Jharkhand, U.P., North Eastern States, Karnataka, Delhi and Mumbai are facing great difficulties due to poor mobile phone service of BSNL/MTNL and private mobile service providers in the country;
- (b) if so, the details thereof alongwith the reasons therefor; and
- (c) the efforts being made by the government in this regard?

**Answer**

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

- (a) & (b) The Quality of Service (QoS) performance of Mobile Service Providers are monitored by the Telecom Regulatory Authority of India (TRAI) through the quarterly Performance Monitoring Reports submitted by the service providers on service area basis. An analysis of the report for the quarter ending December 2005 indicates that most of the QoS parameters are generally met. However, due to tremendous growth in mobile subscriber base, there have been problems of congestion during busy hours at many places due to delay in setting up of necessary infrastructure and interconnection by the operators commensurate with this growth.
- (c) Besides watching general performance with reference to QoS, Government is facilitating the service providers in addressing the problems of interconnection. The matters for clearance of cell sites are pursued with local authorities. All operators including Bharat Sanchar Nigam Limited (BSNL) and Mahanager Telephone Nigam Limited (MTNL) are also constantly reviewing their network performance and optimizing/augmenting their mobile network capacity commensurate with the growth rate.