

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

STARRED QUESTION NO:160
ANSWERED ON:10.03.2008
PERFORMANCE OF TELECOM NETWORK
Rao Shri Sambasiva Rayapati

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

- (a) whether the Government has conducted any survey to assess the performance of the network of its own Telecom Companies in comparison with the network of Private Telecom Companies;
- (b) if so, the findings of the survey; and
- (c) if not, the reasons therefor?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (c) 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 (c) OF THE LOK SABHA STARRED QUESTION NO. 160 FOR 10TH MARCH, 2008 REGARDING 'PERFORMANCE OF TELECOM NETWORK'

(a) to(c) Yes, Sir.

Telecom Regulatory Authority of India (TRAI) had laid down the Quality of Service(QoS) standards for basic and cellular mobile service through QoS regulations in July 2005, which also include parameters for assessing customer perception of service through surveys.

TRAI have been engaging independent agency for conducting customer satisfaction surveys for assessing the customers perception of the service.

As per the last survey report conducted by the independent agency for the quarter ending December 2006, the performance of M/s MTNL and M/s BSNL are comparable with that of private operators.