

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

UNSTARRED QUESTION NO:793

ANSWERED ON:03.03.2008

IMPROVEMENT IN QUALITY OF MOBILE SERVICES

Dhanaraju Dr. K.;Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether the quality of reception of many mobile service providers is not very satisfactory;
- (b) if so, the reasons therefor;
- (c) whether the Government has directed the cellular operators to improve their quality of mobile services;
- (d) if so, the reaction of the cellular operators thereto;
- (e) the steps taken/being taken by the Government to improve the services of both Landline and Mobile phone connections in the country;
- (f) whether the recent launching of satellite would be beneficial in this regard; and
- (g) if so, the details thereof?

Answer

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

(a) As per the Performance Monitoring Reports (PMRs) of the Telecom Regulatory Authority of India (TRAI) for the quarter ending 31st December, 2007, most of the Service Providers have met the Quality of Service benchmarks prescribed by TRAI relating to network quality. However, some of the Service Providers are not meeting the benchmarks for some of the network related parameters such as blocked call rate and percentage of connection with good voice quality in some of the service areas.

(b) As per TRAI, the main reasons for inadequate Quality of Service of cellular mobile operators are:

(i) Development of the infrastructure by the operators have not been commensurate with the exponential growth in cellular mobile service subscriber base in the recent time.

(ii) Insufficient provisioning of telecom circuit resource as per traffic requirements i.e. P

(iii) Point of Interconnections (POI) Congestion.

(c) & (d) TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmark. TRAI has made it amply clear to the service providers in various meetings that they must work out their action plan to meet the quality of service parameters and they have to meet the quality of service parameters. The service providers have assured to meet these benchmarks.

(e) To improve the services of both Landline and Mobile phone connections in the country, Government takes following steps:

(i) Holding meetings with the Mobile Service Providers.

(ii) Holding meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephones Nigam Limited (MTNL) and the private Mobile Service Providers to facilitate provision of interconnection.

(iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.

(f) & (g) Satellite links have been in use for connecting landline exchanges in remote & less accessible areas. Recently, telecom operators have also started using satellite link to connect Base Transceiver Stations (BTSS) with Base Station Controllers (BSCs)/Mobile Switching Centres (MSCs) for mobile services.