

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

UNSTARRED QUESTION NO:4999

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IMPROVEMENT IN TELECOM SERVICES

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

- (a) whether any study has been conducted by the Telecom Regulatory Authority of India (TRAI) or any other agency regarding mobile services provided by various service providers;
- (b) if so, the details of the findings thereof;
- (c) whether the quality of mobile/telephone services provided by Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) is deficient as compared to the services provided by private telecom companies; and
- (d) if so, the reasons therefor and the steps taken/being taken by the Government to improve the services of MTNL/BSNL in the country ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) to (d) Yes, Madam. Telecom Regulatory Authority of India (TRAI) has commissioned Independent Agencies to conduct Quality of Service (QoS) Audit and Customer Satisfaction survey for Cellular and Basic Services on Zonal basis. (North, South, West and East Zones).

TRAI has been monitoring quality of service provided by Cellular Mobile Service Providers against the notified quality of service standards from time to time, through quarterly Performance Monitoring Reports (PMRs). As per the performance monitoring report submitted by the service providers for the quarter ending December 2009, it is seen that the Quality of Service of the Cellular Mobile Telephone Service and Basic Telephone Service (Wireline) provided by MTNL and BSNL is comparable to the quality of service provided by the private telecom companies.

MTNL and BSNL are generally meeting the benchmarks for most of the quality of service parameters for Cellular Mobile Telephone Services in all the service areas. Non-Compliance with the benchmark, in some of the service areas, is observed in respect of the following parameters:

- i. Worst affected BTSs due to downtime, SDCCH/Paging Channel Congestion.
- ii. Call drop rate.
- iii. Worst affected cells having more than 3% TCH drop (call drop) rate.
- iv. Point of Interconnection (Pol) Congestion.
- v. Metering and Billing and Response time to the customer for assistance.

In respect of Basic Telephone Service (Wireline), MTNL and BSNL have not met the benchmarks of the following parameters in some of the service area:

- (i) Fault incidences per 100 subscribers per month
- (ii) Fault repaired by next working day
- (iii) Percentage of fault repaired within 3 days
- (iv) Percentage of fault repaired within 5 days
- (v) Mean Time to Repair

(vi) Call completion Rate

(vii) Point of Interconnection (PoI) Congestion

(viii) Metering and Billing and

(ix) Response time to the customer for assistance.

TRAI has been taking various steps to ensure quality of service by cellular mobile service providers. Some of these steps are given below:-

1. TRAI monitors the performance of Cellular Mobile Service against the benchmark given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, POI congestion is also being monitored on monthly basis.
2. TRAI also undertakes objective assessment of the Quality of Service of Cellular Mobile Services through an independent agency. A customer satisfaction survey is also conducted quarterly through this agency. The results of these audit and survey are widely published for public/Stakeholders knowledge.
3. TRAI takes up with the Service Providers to address the issues in meeting the Quality of Service benchmarks.