

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

STARRED QUESTION NO:107
ANSWERED ON:02.08.2010
QUALITY OF TELECOM SERVICES
Singh Shri Rakesh;Verma Shri Sajjan Singh

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

- (a) whether problems are being faced by the subscribers due to fault in the services provided by the various telecom companies in the country;
- (b) if so, the details thereof alongwith the number of complaints received in this regard, company-wise;
- (c) whether the Government proposes to improve the capacity of mobile towers for improving the quality of telecom services in the country;
- (d) if so, the details thereof;
- (e) whether the Government proposes to issue instructions to these telecom companies to resolve the network problems of the subscriber; and
- (f) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) to (f) 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 (f) OF THE LOK SABHA STARRED QUESTION NO. 107 FOR 2ND AUGUST, 2010 REGARDING "QUALITY OF TELECOM SERVICES"

(a) to (f) TRAI Monitors the performance of service providers against the benchmark for various quality of service parameter laid down by TRAI from time to time, through quarterly Performance Monitoring Reports (PMRs)/ Point of Interconnection (PoI) Congestion reports as per mandate given under section 11 (1) (b) (v) of Telecom Regulatory Authority of India (TRAI) Act 1997 (as amended). In this regard, TRAI has prescribed benchmarks for Fault related parameters for Basic services such as Fault incidences per 100 subscribers/ month (benchmark < 5). From the Performance Monitoring Reports (PMR) being filed by the service providers, it is seen that most of the service providers are meeting benchmark prescribed by TRAI. TRAI has also defined network related parameters like Call drop (Benchmark < 2 %), Good voice quality (Benchmark > 95%), BTS down time (Benchmark <2%) etc. for Mobile Services. The Performance Monitoring Reports for period 1.1.2010 to 31.3.2010 indicate that most of the service providers are meeting the benchmark. Quarterly Performance Monitoring by TRAI is a continuous process and is closely overseen by Department of Telecom. The provisions of the licence agreements can also be invoked for levying penalty etc., if required.

The Telecom Service Providers have laid down procedure for complaint redressal as prescribed by TRAI. However, details of the company-wise number of complaints received are being collected and shall be laid on the Table of the House.

For improving the coverage of network and quality of service, the cellular mobile service providers constantly upgrade their network by enhancing network infrastructure including mobile towers/Base Transceiver Stations (BTSs). The Government has also permitted sharing of infrastructure so as to effectively utilize resources for provision of better Quality of Service. Wherever deficiencies in meeting the quality of service benchmarks are noticed, the matter is taken up by TRAI with the service providers for remedial action. Recently TRAI has addressed to all Chairmen/CEOs of service providers to effect significant improvements in the redressal of customer complaints.