

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

UNSTARRED QUESTION NO:2360
ANSWERED ON:09.08.2010
QUALITY OF TELECOM SERVICES
Adhi Sankar Shri ;Singh Rajkumari Ratna

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) is monitoring the quality of telecom services against the quality of service standards not fixed by various telecom service providers in the country;
- (b) if so, the details thereof;
- (c) whether TRAI has taken up the deterioration in the service and ineffective consumer redressal mechanism with the telecom service providers in the country;
- (d) if so, the details thereof alongwith the steps undertaken by the telecom service providers for augmenting infrastructure and improving service quality by the Telecom companies during the last three years and the current year; and
- (e) the steps taken/being taken by the Government in this regard?

Answer

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

(a) & (b) Madam, Telecom Service Providers do not fix the quality of service standards. Telecom Regulatory Authority of India (TRAI) monitors the quality of telecom services against the benchmarks for the various quality of service (QoS) parameters laid down by TRAI from time to time, through the quarterly performance monitoring reports (PMRs) and monthly congestion reports submitted by the service providers. TRAI also engage independent agencies for (i) conducting audit and assessment of quality of service and (ii) for assessing customer perception of service periodically. The reports of these independent agencies are published on TRAI website for information of stakeholders.

(c) to (e) For effectively ensuring the compliance of the QoS regulations with respect to the benchmarks for various parameters prescribed by TRAI, TRAI has been closely monitoring the performance of Service Providers against the Quality of Service benchmarks laid down for various parameters in the regulations. Wherever deficiencies in meeting the benchmarks are noticed, the matter is taken up with the concerned service providers. In addition, TRAI holds meeting with the senior management of the service providers from time to time for correcting deficiencies in achieving Quality of Service benchmarks.

Also, TRAI after an extensive review of the QoS regulations issued new QoS Regulations on 20th March 2009 which come into effect from July 2009. In these regulations, some new QoS parameters have been introduced and some of the QoS parameters have been taken out to facilitate extensive monitoring of QoS.

TRAI monitors implementation of the new QoS regulations and on 4th February 2010 called for explanation for failure to achieve the QoS benchmark, wherever noticed and time bound action plan to achieve the QoS benchmarks. Letters were sent by TRAI to CEOs/CMDs of all access service providers on 5th July 2010, to seek action plan indicating timelines to comply with the various QoS parameters as prescribed in different regulations.