

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

UNSTARRED QUESTION NO:2505
ANSWERED ON:09.08.2010
PERFORMANCE OF MOBILE SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has stated private mobile services as substandard;
- (b) if so, the details thereof alongwith the names of private mobile companies; and
- (c) the steps taken by the Government to improve the services of such mobile service providers?

Answer

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

(a) Madam, Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of the service providers against the benchmarks for various quality of service 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 has also been periodically engaging independent agencies for(i) conducting audit and assessment of quality of service and(ii) for assessing customer perception of service. TRAI compares the services provided by service providers against prescribed quality of service benchmarks. No categorization of private mobile services as substandard has been done by TRAI.

(b) & (c) Do not arise in view of (a) above.