

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

STARRED QUESTION NO:279  
ANSWERED ON:29.11.2010  
EXPANSION OF BROADBAND INTERNET SERVICES  
Owaisi Shri Asaduddin;Singh Rajkumari Ratna

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

- (a) whether the Broadband Internet Services are satisfactory in some areas only in the country;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Telecom Regulatory Authority of India (TRAI) has conducted any survey/study to ascertain the quality of service provided to the customers in this regard;
- (d) if so, the details thereof;
- (e) the corrective steps taken by the Government;
- (f) whether instances of slow speed of broadband connections and other shortcomings have been noticed due to the rapid expansion; and
- (g) if so, the corrective action taken thereon?

**Answer**

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT, SCIENCE AND TECHNOLOGY AND EARTH SCIENCES AND COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI KAPIL SIBAL)

(a) to (g) 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 (g) OF THE LOK SABHA STARRED QUESTION NO. 279 FOR 29TH NOVEMBER, 2010 REGARDING "EXPANSION OF BROADBAND INTERNET SERVICES".

(a) No, Madam. Broadband Internet Services are generally satisfactory in most service areas of the country.

(b) Does not arise in view of (a) above.

(c) to (e) TRAI undertakes Audit and Assessment of Quality of Service provided by Broadband Service Providers through Independent Agencies. As per the audit conducted by the Independent agencies during the period July to December 2009 in 11 service areas, the service providers are mostly meeting the benchmark for the parameter 'Broadband Connection Speed available (download)'.

TRAI also engages Independent Agencies for assessing the 'Customer perception of Service', against the benchmarks for the various parameters prescribed in the Quality of Service Regulations, through surveys. The Independent Agencies engaged by TRAI had undertaken Survey on Customer Perception of Service in 11 service areas during the period July to December 2009. It is seen from the reports submitted by these agencies that the service providers are generally meeting the benchmark for the various quality of service parameters.

TRAI has also laid down the Quality of Service standards for Broadband service through the 'Quality of service of Broadband Service Regulations, 2006' dated 6-10-2006. TRAI monitors the performance of the service providers through the quarterly Performance Monitoring Reports (PMRs) submitted by the service providers. As per the Performance Monitoring Report (PMR) for the quarter ending June 2010, service providers are generally meeting the benchmarks for various Quality of Service parameters in different service areas. These reports do not indicate that the quality of Broadband Internet Service is satisfactory in some areas only. Wherever deficiencies in achieving the quality of service benchmarks have been noticed, the matter has been taken up with the service providers for remedial action. TRAI has been pursuing with the service providers for improving the quality of service.

(f) No, Madam. As per the Performance Monitoring Report (PMR) for the quarter ending June 2010 mentioned above, Broadband Service providers are generally meeting the benchmarks for various Quality of Service parameters in different service areas.

(g) Does not arise in view of (f) above.