

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

UNSTARRED QUESTION NO:3312
ANSWERED ON:16.03.2011
BASIC PHONE SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the BSNL and MTNL as well as the private telecom operators have failed in meeting the benchmark parameters with regard to providing basic phone services in certain service areas;
- (b) if so, the details thereof and the action taken by the Government thereon;
- (c) whether the Government proposes to amend the provisions in contracts and make them more stringent; and
- (d) if so, the details thereof?

Answer

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

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors the performance of the telecom service providers against the Quality of Service (QoS) benchmarks laid down by it. The service providers including BSNL and MTNL are generally meeting the benchmark for various Quality of Service parameters prescribed by TRAI with regard to basic telephone (wireline) services. However, some of the service providers are not meeting the benchmarks for some QoS parameters in some of the service areas. Non-compliance with the benchmarks is mostly noticed in respect of the parameters relating to Faults, Resolution of Billing/Charging complaints and Response time to the customer for assistance.

(c) & (d) TRAI has been taking various steps to ensure quality of service by Basic Telephone (Wireline) service providers. Some of these steps are given below:

(i) In addition to monitoring the Quality of Service (QoS) performance through reports submitted by service providers, TRAI also undertakes objective assessment of the QoS of Basic Telephone (Wireline) Services through independent agencies. The frequency of such audit has now been increased to twice a year in all service areas as against once a year earlier.

(ii) A customer satisfaction survey is also conducted through independent agencies, twice a year in all service areas as against once a year earlier.

(iii) The results of these audits and surveys are widely published for public/stakeholders knowledge.

(iv) TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks.