

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

UNSTARRED QUESTION NO:3449

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UNSATISFACTORY TELECOM SERVICES IN RURAL AREAS

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

- (a) whether the telecom services and the mobile network of the telecom operators including BSNL in rural, remote and border areas in the country are not satisfactory;
- (b) if so, the details thereof and the reasons therefor, State-wise:
- (c) the action taken by the Government to improve the services in these areas;
- (d) whether the Government has fixed or proposes to fix responsibility for poor services of the PSU telecom companies;
- (e) if so, the details thereof and the action taken/proposed to be taken by the Government in this regard:
- (f) whether the telecom services particularly of BSNL have been affected badly due to flash floods in 2010 and 2011 in various states including Ladakh regions of Jammu and Kashmir; and
- (g) if so, the details thereof and the action plan prepared by the Government to improve the telecom services in these regions?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a)to(e) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) standards to be performed by Cellular Mobile Service Providers and Basic Telephone service Providers through the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services Regulation, 2009. TRAI has been monitoring the Quality of Service provided by Cellular Mobile Service Providers and Basic Telephone Service Providers, licensed service area wise, through quarterly Performance Monitoring Reports (PMRs) submitted by service providers. Since the license is issued service area wise, the quality of service performance is monitored by TRAI on licensed service area wise basis . As such, no separate information relating to Quality of Service (QoS) in rural, remote and border areas, state wise, is maintained by TRAI. However, the telecom services provided by Bharat Sanchar Nigam Limited (BSNL) in rural, remote and border areas of the country are functioning satisfactorily and are, in general, meeting the QoS benchmarks specified by TRAI.

Some of the steps taken /being taken by BSNL for further improvement in its services are as follows:

# BSNL is augmenting its mobile network progressively so as to enhance coverage and capacity and to further improve the Quality of Service.

# BSNL is also optimizing its network continuously for its performance.

# To increase the coverage area of mobile network, the number of Base Transceiver Stations (BTSs) are being increased progressively.

# In order to ensure quality Broadband service in rural areas, BSNL has connected most of its exchanges on reliable media.

(f)&(g) All the telecom services of BSNL which were disrupted due to flash flood in Ladakh region of J&K in 2010 have been restored.