

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

UNSTARRED QUESTION NO:4398
ANSWERED ON:21.12.2011
CALL CONGESTION
Siddeswara Shri Gowdar Mallikarjunappa

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

- (a) whether there is a problem of call congestion on inter-connection of mobile service providers in some regions of the country;
- (b) if so, the details thereof and the States where the problem is more persistent;
- (c) whether any State-wise assessment has been made with regard to the percentage of call congestion;
- (d) if so, the details thereof;
- (e) whether the Telecom Regulatory Authority of India (TRAI) monitors the congestion problem periodically;
- (f) if so, the details thereof; and
- (g) the action taken by the Government in this regard, State-wise including Karnataka and North Eastern States?

Answer

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

(a) & (b) Madam, TRAI has been monitoring the congestion of the Point of Interconnections (POIs) between service providers on service area-wise, against the benchmark of $\approx 0.5\%$, through monthly congestion report submitted by the service providers. As per the POI congestion report for the period July, 11 to Sept., 11, it is seen that as of September 2011, there are 50 places where the POI congestion is beyond the prescribed benchmark. As per the POI congestion reports for last one year the problem is more persistent in Bihar, UP(West) and West Bengal service areas

(c) & (d) The latest service area wise POI congestion report (for July, 11, Aug'11, and Sep'11) is enclosed as Annexure.

(e) to (g) TRAI has taken several steps to address interconnection issues which are directly related to congestion at the Points of Interconnection (POIs) due to which the inter-network communication is affected. TRAI is monitoring the provision of interconnection so as to avoid delay in augmentation of interconnection. Any delay in the provision of interconnection is taken up with the concerned service providers for early resolution of issues affecting augmentation of interconnection. All these measures have led to reduction in the number of POIs having congestion from 75 such POIs in June, 2011 to 50 in September, 2011, in spite of increase in the number of connections and the consequent increase in traffic.