

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

UNSTARRED QUESTION NO:2431
ANSWERED ON:28.03.2012
TELECOM SERVICES AT DISTRICT LEVEL
Rana Shri Kadir;Singh Rajkumari Ratna

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

- (a) whether the telecommunication facilities/services at district level are in very bad shape in some States in the country including Uttar Pradesh;
- (b) if so the details thereof, State-wise;
- (c) whether the Government has any mechanism to assess the quality of services at district level;
- (d) if so, the details of the district where telecom facilities are insufficient and the services are very poor; and
- (e) the steps taken by the Government for expansion of the facilities and improving the services particularly, wireless phone services in the affected districts?

Answer

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

(a) & (b) The telecommunication facilities/services provided by Bharat Sanchar Nigam Limited (BSNL) at the District level are sometimes having problems regarding Quality of Service (QoS) in the country including Uttar Pradesh. However, the telecom services provided by BSNL are, in general, working satisfactorily.

(c) & (d) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) standards for Cellular Mobile Service Providers and Basic Telephone service Providers. TRAI has been monitoring the Quality of Service 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. However, the telecom services provided by Bharat Sanchar Nigam Limited (BSNL) in its licensed service areas are functioning satisfactorily and are, in general, meeting the QoS benchmarks specified by TRAI.

(e) BSNL has initiated the action for procurement of Global System for Mobile Communication (GSM) based mobile equipments for expansion of its mobile services. Some of the steps taken /being taken by BSNL for further improvement in its telecom services including wireless 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, BSNL has connected most of its exchanges on reliable media.