

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

UNSTARRED QUESTION NO:3336
ANSWERED ON:25.04.2012
UNSATISFACTORY BROADBAND SERVICES
Singh Shri Ijyaraj ;Sinh Dr. Sanjay

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

- (a) whether the broadband services are not satisfactory in the country;
- (b) if so, the details thereof, State-wise;
- (c) the number of complaints received by BSNL and MTNL in this regard during the last year and the current year, till date;
- (d) the number of those complaints on which immediate action has been taken; and
- (e) the steps taken by the Government to improve the broadband facilities in the country particularly in rural and remote areas?

Answer

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

(a)& (b) TRAI has been monitoring quality of service through quarterly performance monitoring reports provided by broadband service providers against the quality of service benchmark notified by TRAI through regulation on 'Quality of Service of Broadband Service Regulations 2006 dated 6th October 2006.

As per the performance monitoring reports submitted by the Broadband service providers for the quarter ending December 2011, it is seen that the service providers are generally meeting the quality of service parameters. However, some of the service providers are not meeting the benchmark for some of the parameters in some of the service areas. Non-compliance is noticed mainly in parameters pertaining to Service Provisioning and fault repair.

State-wise details of the Performance Monitoring Report on Quality of service of Broadband Service Providers for Quarter Ending December 2011 are given in Annexure-1.

(c)& (d) The status of complaints received by BSNL and MTNL during the last year and the current year along with the action taken by them are given in Annexure II.

(e) To increase broadband penetration in rural and remote areas, Government has approved the scheme for creation of National Optical Fibre Network (NOFN) on 25th October 2011, for providing Broadband connectivity to 2.5 lakh village Panchayats. The objective of this scheme is to extend the existing optical fiber network to Panchayats by utilizing the Universal Services Obligation Fund (USOF). The project is proposed to be completed in 2 years.

In addition, USOF has launched following scheme to increase broadband penetration in rural and remote areas

1. Rural Wireline Broadband Scheme to increase broadband penetration in rural and remote areas. Under this scheme BSNL will provide 8, 88,832 wire-line Broadband connections to individual users and Government Institutions over a period of 5-years in this scheme. As on February 2012, a total of 3,54,595 broadband connections have been provided.

2. (a) "Optical Fibre Network Augmentation, Creation and Management of Intra-District SDHQ-DHQ OFC Network in ASSAM"

This OFC Scheme would connect 354 locations in 27 Districts of Assam within 18 months from 12/2/2010. As of February 2012, about 177 nodes have been installed.

(b) "Optical Fibre Network Augmentation, Creation and Management of Intra-District SDHQ-DHQ OFC Network in NE-I Circle (comprising states of Meghalaya, Mizoram & Tripura)"

The States of Meghalaya, Mizoram & Tripura have been taken up for OFC augmentation in this scheme. This OFC Scheme would connect 188 locations in 19 Districts within 24 months from the date of signing of the Agreement.

(c) "Optical Fibre Network Augmentation, Creation and Management of Intra-District SDHQ-DHQ OFC Network in NE-II Circle (comprising states of Arunachal Pradesh, Manipur & Nagaland)"

The States of Arunachal Pradesh, Manipur & Nagaland have been taken up for OFC augmentation in this scheme. This OFC Scheme would connect 407 locations in 30 Districts within 30 months from the date of signing of the Agreement.