

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

UNSTARRED QUESTION NO:6611

ANSWERED ON:16.05.2012

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 Government proposes to monitor quality of telecom services separately in rural, remote and border areas;
- (b) if so, the details thereof;
- (c) whether the telecom services of almost all the telecom service providers are unsatisfactory in rural and remote areas, particularly the network connectivity is very poor in these areas; and
- (d) if so, the details thereof and the action taken by the Government to direct the telecom operators to install adequate mobile towers in these areas to improve the network connectivity?

**Answer**

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

(a) to (d) Madam ,Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of the Service Providers against the benchmarks given for the various parameters laid in the Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, Point of Interconnection (POI) congestion is also being monitored on monthly basis. The monitoring of the performance is done for the entire service area. Hence, separate information for quality of service in rural, remote and border areas is not available in TRAI. However, in respect of Basic Service (Wireline), the performance relating to fault repair in rural and hilly areas are also monitored. TRAI also undertakes objective assessment of the Quality of Service of Basic, Cellular and Broadband Services through independent agencies. A customer satisfaction survey is also conducted quarterly through these agencies. During this audit rural exchanges of Basic Service (Wireline) are also audited on sample basis. Also the samples for Customers Satisfaction Survey include customers in rural areas.

As per the performance monitoring reports submitted by the 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. In the case of Basic Telephone service (Wireline), non-compliance with the benchmark is mostly observed in respect of the parameters Fault repair, Metering and Billing and Response time to the customer for assistance. In the case of Cellular Mobile telephone service non-Compliance with the benchmark is observed mostly in respect of the parameters Worst affected Base Transceiver Stations (BTSS) due to downtime, Worst affected cells having >3% TCH drop (call drop), Point of Interconnection Congestion Percentage of calls answered by operators (voice to voice) within 60 seconds.