

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

UNSTARRED QUESTION NO:70

ANSWERED ON:08.08.2012

POOR MOBILE NETWORK OF BSNL AND MTNL

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

- (a) whether a large number of basic as well as mobile telephone subscribers of the BSNL and the MTNL are switching over to private players due to poor mobile network and unsatisfactory telecom service in various States;
- (b) if so, the details thereof and the reasons therefor alongwith the number of basic and mobile connections surrendered during the last three years and the current year till date, State-wise;
- (c) the number of complaints received by BSNL and MTNL for poor mobile network coverage during the last three years and the current year, State-wise;
- (d) whether the Government has conducted any enquiry/survey to ascertain the reasons for poor network coverage of these PSUs; and
- (e) if so, the details thereof and the corrective measures taken by the Government to improve the network coverage of these PSUs and the action taken against the officials found responsible therefor?

Answer

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

(a) & (b) The subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) sometimes face problems with regard to the Quality of Service (QoS). However, BSNL and MTNL are, in general, meeting the QoS benchmarks prescribed by Telecom Regulatory Authority (TRAI) and a large number of basic as well as mobile telephone subscribers of the BSNL and the MTNL are not switching over to private players due to poor mobile network and unsatisfactory telecom service in various states. In case of Mobile, only 0.6% of total subscribers have ported out (net) of BSNL till June 2012 whereas in case of MTNL, this figure is 1.79%.

(c) The number of complaints received by BSNL and MTNL for poor mobile network coverage during the last three years and the current year, circle-wise is given in the Annexure - 1.

(d) & (e) Telecom Regulatory Authority of India (TRAI) has been monitoring Quality of Service (QoS) of various telecom services through quarterly performance monitoring reports. The performance against the parameter of mobile coverage is assessed through drive tests. An operator assisted drive test of BSNL network in select cities and of MTNL network in Delhi and Mumbai was conducted by the Independent agency engaged by TRAI to audit and assess the quality of service during the quarter ending March 2012. It is seen from these reports that though the service coverage in most of these places is not 100%, the performance of BSNL and MTNL is comparable to the service coverage provided by other service providers.

TRAI has been taking various steps to ensure Quality of Service by the service providers. Some of these steps are as follows:

TRAI has been monitoring the performance of Service Providers against the benchmarks given for the various parameters laid in 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.

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. The results of these audit and survey are being widely published for public/Stakeholders knowledge.

TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks