

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

UNSTARRED QUESTION NO:225
ANSWERED ON:08.08.2012
UNSATISFACTORY INTERNET SERVICES
Rao Shri Nama Nageswara

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

- (a) whether the landline and mobile telephone subscribers in the country particularly in rural and coastal remote areas are facing difficulties in accessing internet services;
- (b) if so, the details thereof and the reasons therefor, State-wise;
- (c) whether the Government has received complaints in this regard;
- (d) if so, the details thereof, State-wise; and
- (e) the steps taken by the Government in this regard?

Answer

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

(a) to (d) 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 for Dial-up and Leased Line Internet Access Service, 2001", dated 10-12-2001 and the " Quality of service for Broadband service Regulations, 2006" dated 6-10-2006 respectively.

As regards Broadband Service, in the Quality of service for Broadband service Regulations dated 6-10-2006, TRAI has prescribed the parameter Service availability/uptime (for all users in %) [Benchmark->98%] for assessing accessibility of service.

As per the Performance Monitoring Report for the quarter ending March 2012, the service providers are generally complying with this benchmark. However three service providers are marginally not meeting the benchmark viz M/s Hathway in Gujarat (97%) and M/s Tata Communications in Tamilnadu (93%) and M/s Syscon Infoway Pvt ltd in Mumbai (96%).

(e) The following steps have been taken by TRAI to ensure quality of service by the service providers:

1. 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.
2. 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.
3. To follow up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks