

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

STARRED QUESTION NO:47

ANSWERED ON:23.11.2009

QUALITY OF SERVICE BY PUBLIC SECTOR TELECOM COMPANIES

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

- (a) the broad parameters stipulated by the Telecom Regulatory Authority of India in respect of Quality of Service;
- (b) the extent to which the public sector telecom companies meet those parameters; and
- (c) the steps being taken to improve the performance of the public sector telecom service providers in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (c) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF THE LOK SABHA STARRED QUESTION NO. 47 FOR 23RD NOVEMBER, 2009 REGARDING "QUALITY OF SERVICE BY PUBLIC SECTOR TELECOM COMPANIES".

(i) Sir, the broad parameters stipulated by the TRAI in respect of QoS include:-

Mobile network related parameters such as network availability, call drop, voice quality, network congestion.

Wireline network related parameters like time taken in provisioning of service, grade of service, fault incidences, fault repair, meantime to repair, call competition rate, Point of Interconnection (POI) congestion.

Broadband network related parameters like service provisioning/activation time, service availability/uptime and bandwidth utilization.

Customer service and billing related parameters like billing performance, response time to the customer for assistance, closure of service and time taken for refund of deposits.

(ii) As per the Performance Monitoring Report of TRAI for the quarter ending June 2009, in respect of Basic Service (Wireline) BSNL has not been able to meet the benchmarks of the key parameters related to fault incidences and their repair in a number of service areas. Further, the performance related to "fault incidences" is considerably low in service areas- Assam, Maharashtra, Punjab, UP (West), Himachal Pradesh, J&K and Kerala. Similarly, lower performance has been observed in respect of the parameter "fault repaired by next working day" in the service areas of Andhra Pradesh and J&K and in respect of the parameter "Mean Time to Repair" (MTTR) in Andhra Pradesh, Maharashtra, Kerala and North East-1. In respect of Cellular Mobile Telephone Service, BSNL is meeting the benchmark of all the identified key parameters except for POI congestion in a very few places. However, in a number of service areas, from the analysis of quarterly performance report regarding percentage of cells having more than 3% Call drop, it is observed that BSNL has certain pockets/localities where call drops are more than prescribed benchmarks.

In respect of Basic Service (Wireline) MTNL has not been able to meet the benchmarks of the key parameters related to "fault incidences and their repair" in Delhi and Mumbai service areas. In respect of Cellular Mobile Telephone Service MTNL is meeting the benchmark of all the identified key parameters. However, MTNL has certain pockets/localities where call drop is more than the prescribed benchmark of 3%.

(iii) The steps being taken by BSNL and MTNL to improve the QoS performance is given at Annexure.