

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

UNSTARRED QUESTION NO:2973

ANSWERED ON:29.08.2012

QUALITY OF TELECOM SERVICE

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) periodically monitors the quality of telecom services provided by telecom companies;
- (b) if so, the details thereof and the complaints received by TRAI against the telecom companies separately for poor network and call drop problems in various States, operator-wise including BSNL and MTNL and State-wise;
- (c) whether the Government has set any norms/guidelines for installation of certain number of towers of certain capacity to cover a certain number of subscribers;
- (d) if so, the details thereof and the number of towers installed by the telecom operators in the country and proposed to be installed during the year 2012-13, operator-wise including BSNL and MTNL, State-wise; and
- (e) the details of telecom operators who have not installed adequate mobile towers to provide satisfactory mobile service to their customers and the action taken by the Government against these operators for violation of norms and guidelines?

Answer

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

(a) & (b) Madam, TRAI monitors the performance of the service providers against the Quality of Service benchmarks laid down by TRAI, through the quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted by the service providers. TRAI periodically undertakes Audit and Objective Assessment of Quality of Service provided by Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service and Broadband Services through Independent Agencies. TRAI also undertakes assessment of customer perception of service through surveys by independent agencies. All these reports are published through TRAI website for information of general public/stakeholders.

During the year 2012-13 (from 1.4.2012 to 30.6.2012), 2140 number of service related complaint which include poor network and call drop problems have been received against various telecom operators. A detailed statement including operator-wise breakup of such complaints is mentioned below. However, state-wise details of complaints are not maintained by TRAI.

Details of service related complaints which includes Poor Network and Call Props for 2012-13
(w,e,f. 1.4.2012 to 30,6,2012) .

Sl. No. Name of Service Provider No. of complaint received to TRAI

1.	Bharat SancharNigam Limited	164
2.	Mahanagar Telephone Nigam Limited	46
3.	Bharti	539
4.	Tata	342
5.	Reliance	322
6.	Vodafone	355
7.	Idea	169
8.	Others	203
	Total	2140

(if) No, such norms/guidelines has been prescribed

(d) & (e) Does not arise in view of (c) above.