

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

UNSTARRED QUESTION NO:3086

ANSWERED ON:12.12.2012

MOBILE CONNECTIVITY

Amlabe Shri Narayan Singh;Jahan Kaisar ;Saha Shri Anup Kumar;Singh Rajkumari Ratna;Sinh Dr. Sanjay

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

- (a) whether many remote, hilly and rural areas/regions in the country still have no connectivity of cellular network, particularly of BSNL;
- (b) if so, the details thereof, State-wise including West Bengal and the reasons therefor;
- (c) the action plan prepared by the Government to provide cellular network service in the left out regions/areas in the country;
- (d) whether the quality of services of telecom companies are not satisfactory in many parts of the country, State-wise;
- (e) if so, the State-wise complaints received by the Government in this regard; and
- (f) the steps taken by the Government to improve the quality of service along with the action taken against the operators for poor services?

**Answer**

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

(a)to (c) Bharat Sanchar Nigam Limited (BSNL) is providing mobile services in its area of operation including remote, hilly and rural areas based on its techno-commercial considerations. The area of operation of BSNL includes West Bengal also. As on 31.10.2012, BSNL has covered 403886 villages out of 610885 villages with mobile services in its area of operation. Circle-wise details are given in Annexure-I. BSNL will be covering remaining areas progressively subject to techno commercial viability.

In addition, Universal Services Obligation Fund (USOF) is also making efforts for provisioning of mobile communication services in all uncovered villages of the country. A Memorandum of Understanding (MoU) has been signed on 01.11.2012 with C-DOT (Centre for Development Telematics) for providing technical consultancy for the scheme.

(d) to (f) TRAI has been monitoring QoS of Cellular Mobile Services, against the notified QoS standards, through quarterly Performance Monitoring Reports (PMRs) submitted by Service Providers. Since the license is issued on service area wise basis, the QoS performance is monitored on licensed service area wise basis. As such, no separate State-wise information relating to QoS is available with TRAI.

As per the Performance Monitoring Reports for Cellular Mobile Services submitted by the service providers for the quarter ending 30th September 2012, it is seen that the Service Providers, including BSNL, have met the QoS benchmarks for most of the parameters.

Details of the operator-wise service related complaints which include the deficient and unsatisfactory service against telecom operators in the various service areas, including BSNL, received in TRAI during the last three years and the current year upto 30th June 2012 is given in Annexure-II. The complaints are only being compiled in TRAI on service provider wise basis and State-wise details of complaints are not available in TRAI.

Wherever deficiencies in meeting the Quality of Service benchmarks are observed, the matter is taken up with the service providers for taking time bound action to address the deficiency. TRAI is closely monitoring the performance of operators to ensure that these parameters are complied by Service Providers.