

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

UNSTARRED QUESTION NO:549
ANSWERED ON:27.02.2013
UNSATISFACTORY SERVICE OF BSNL AND MTNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the telephone and mobile services being provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) in their respective service areas in various States in the country are not satisfactory when compared to the services provided by private sector companies;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the services of BSNL are very poor in remote and hilly areas;
- (d) if so, the details thereof;
- (e) whether the Government has made any action plan to provide satisfactory service in the affected areas; and
- (f) the details of the proposals received from various State Government's including Madhya Pradesh in this regard and the corrective measures taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (Dr. (SMT.) KILLI KRUPARANI)

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors Quality of Service (QoS) of Cellular Mobile Services and Basic Telephone services, against the notified QoS standards, through quarterly Performance Monitoring Reports (PMRs) submitted by service providers. As per the performance monitoring reports submitted by services providers for Mobile Service for the quarter ending 30.12.2012 and Basic Telephone Services for the quarter ending September, 2012, the QoS provided by BSNL and MTNL is comparable to the quality of service provided by the private sector companies.

(c) to (e) The telecom subscribers of BSNL including the ones in remote and hilly areas sometimes face problems with regard to Quality of Service (QoS). However, BSNL is, in general, meeting the QoS benchmarks prescribed by TRAI.

Quality of Service (QoS) improvement is a continuous process. Actions being taken by BSNL to improve its Quality of Service, are as follows:

All circles are keeping adequate stock of spare cable for emergency purposes.

Close co-ordination with Police authorities to minimize the cases of cable theft.

Close co-ordination with Municipal authorities to avoid damages of cable due to development work and regular patrolling of major routes.

Rehabilitation and upgradation of external plant.

Close monitoring of network operation through IT (Information Technology) enabled systems.

Introduction of CDR (Call Detail Record) based billing, commercial & fault repair services.

Introduction of effective Network Management System.

Measures like BTSs (Base Transceiver Stations) additions, capacity augmentation and upgradation, optimization of radio network and drive tests.

TRAI has been taking various steps to ensure Quality of Service by the service providers including BSNL and MTNL. 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

In addition, Department of Telecommunications (DoT) also reviews the performance of BSNL and MTNL periodically.

(f) Department of Telecommunications (DoT) has not received any such proposal.