

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

UNSTARRED QUESTION NO:2187
ANSWERED ON:18.12.2013
MONITORING OF PRIVATE TELECOM COMPANIES
Gohain Shri Rajen

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

- (a) whether the Government has any mechanism to monitor the functioning of the private companies who have been giving service to the mobile phone users;
- (b) if so, the details thereof;
- (c) whether these companies are not giving minimum assured/statutory service to the customers in most of the rural areas of the country;
- (d) if so, the details thereof and the action taken by the Government in this regard; and
- (e) the measures taken by the Government to improve the mobile phone service by the private companies?

Answer

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

(a) & (b) 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.

(c) & (d) Information is being collected and will be laid on the table of the House.

(e) Government have made rollout obligations for coverage of at least 30 % of block headquarters by 5th year from the effective date of license for coverage of rural areas as part of NIA for auction of spectrum to successful bidder.