GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3495
ANSWERED ON:12.02.2014
INADEQUATE MOBILE SIGNALS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether in many service areas of BSNL particularly in rural areas and MTNL, cases of inadequate signals resulting in call drop problem have been reported;

(b) if so, the details thereof;

(c) the details of complaints received by the both telecom PSUs in this regard, State-wise; and

(d) the corrective measures taken/ proposed to be taken by the Government to improve the mobile signals?

Answer

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

(a) to (d) The GSM (Global System of Mobile communication) based Mobile Service being provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are working satisfactorily in their respective Licensed Service Areas. However, call drops do happen in cellular communication system due to availability of limited spectrum, interference, improper definitions of neighboring cell and other cell parameters.

Telecom Regulatory Authority of India (TRAI) monitors Quality of Service (QoS) of Cellular Mobile services for all Licensed Service Areas of Telecom Operators including those of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the notified QoS standards, through quarterly Performance Monitoring Reports (PMRs).

As per the PMR report for quarter ending December, 2013, MTNL is meeting the prescribed benchmark parameters in Delhi and Mumbai. However, the QoS provided `by BSNL falls short of prescribed benchmarks in Assam, North East and West Bengal Service areas. BSNL is, in general, meeting the QoS benchmarks prescribed by TRAI.

Quality of Service (QoS) improvement is a continuous process. BSNL and MTNL are constantly endeavoring to improve its Quality of Service, through steps detailed below:

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

Introduction of effective Network Management System.

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