

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

UNSTARRED QUESTION NO:1645  
ANSWERED ON:03.12.2014  
MOBILE SERVICES IN NORTH EAST  
Ajmal Shri Sirajuddin

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

- (a) whether the BSNL mobile network connectivity is poor in the rural areas of Assam and other North Eastern States;
- (b) if so, the details thereof and the reasons therefor, State-wise;
- (c) whether the mobile network of other private mobile companies are better than the BSNL network as a result of which people prefer private mobile connection in these States; and
- (d) if so, the action taken/proposed to be taken to improve the BSNL mobile network /signal quality in these States?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (d) Bharat Sanchar Nigam Limited (BSNL) has reported that there are coverage and call drop problems in some areas of Assam and North-Eastern States due to topographical conditions. There is some congestion also in certain pockets. Details of the Quality of Service (QoS) parameters not meeting the benchmark prescribed by TRAI (Telecom Regulatory Authority of India) in Assam and North Eastern States are given in Annexure. The QoS data is maintained service area wise and North East service area includes the states of Arunachal Pradesh, Meghalaya, Manipur, Nagaland, Tripura and Mizoram.

BSNL has strengthened monitoring of the network to ensure performance as per the QoS parameter prescribed by TRAI.

BSNL is augmenting its mobile network progressively to enhance coverage, capacity and to further improve the Quality of Service. BSNL has undertaken the action for expansion of mobile network by 15 million lines under Phase VII and roll out of the same is under progress. Phase VII expansion plan envisages installation of 1230 Base Transceivers Stations (BTS for 2G and NodeBs for 3G services) in Assam and North eastern States. Out of this 570 BTSs have been commissioned.