GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1837
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QUALITY OF TELECOM SERVICES
Joshi Shri Pralhad Venkatesh;Meena Shri Arjunlal;Sreeramulu Shri B.

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

(a) whether the mobile network and mobile voice quality in some telecom circles, particularly in remote and tribal areas is very poor and the telecom service providers are not meeting the standard quality benchmark in these areas;

(b) if so, the details thereof circle-wise including Udaipur Division;

(c) whether despite considerable increase in mobile subscribers the mobile towers have not increased to cater to the growing demand which result in call drop and network problem;

(d) if so, the details thereof along with the number of mobile towers functioning in the country as on date and proposed to be installed in affected areas, circle-wise including Udaipur Division; and

(e) the steps taken by the Telecom Regulatory Authority of India (TRAI) to address the network problem and also the action taken against the telecom service providers who are not meeting the benchmark parameters?

Answer

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

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of the service providers against the Quality of service (QoS) benchmarks prescribed by it, through the quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted to it by the service providers for License Service Area as a whole (which includes remote and tribal areas in the concerned service area). As per the performance monitoring report for quarter ending 30/9/2014, all the service providers are in general complying with the QoS benchmarks prescribed by TRAI.

(b) Not applicable in view of above.

(c)&(d) The number of towers in a service area are generally decided by service providers themselves based on techno-commercial considerations. The call drop and Network problem occur in the network due to various reasons, including insufficient infrastructure and coverage. The service area wise details of number of Base Transmitter station (BTS) as on 30.06.2014 are as per Annexure I.

(e) For ensuring quality of service the following steps are taken by TRAI

i. TRAI has been closely monitoring the performance of service providers against the quality of service benchmarks through Performance Monitoring Reports.

ii. TRAI is also having regular interactions with service providers for improving quality of service.

iii. TRAI has engaged independent agencies for auditing and assessing quality of service, and surveys are being done regularly through independent agencies to assess the Customer Perception of Service. The results of the audit and assessment of quality of service and surveys are published for the information of all stakeholders.

iv. TRAI is imposing financial disincentive on service providers for failure to comply with the quality of service benchmarks.