GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:379
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EXPANSION OF BROADBAND SERVICES
K. Shri Parasuraman;Pal Shri Jagdambika;Rathwa Shri Ramsinh Patalyabhai;Tanwar Shri Kanwar Singh

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

(a) the names of broadband service providers in the country, State-wise;

(b) whether the Government has set any annual target for expansion of internet/ broadband services;

(c) if so, the details thereof, State-wise and the target achieved so far;

(d) whether the internet services are not satisfactory and complaints are received for inefficient services; and

(e) if so, the details thereof, State-wise and the action plan prepared particularly by BSNL to speed up expansion of broadband?

Answer

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

(a) Madam, all Internet Service and/ or Access Service Licensees are authorized to provide Internet including Broadband Services in their licensed service area.

Access Service Licence is granted for a Telecom Circle. However Licences for providing Internet Services are granted in three categories namely All India (Category "A"), Telecom Circle (Category "B") and Secondary Switching Area (Category "C"). Telecom Circle normally covers a state and Secondary Switching Area normally covers a district. Besides Access Service Licensees, 443 Internet Service licensees are authorized to provide Internet / Broadband Services across different licensed areas in the country, as on 31.12.2014.

(b) No Madam.

(c) Does not arise in view of above.

(d) to (e) Telecom Regulatory Authority of India (TRAI) monitors the performance of broadband service and wireless data service against the Quality of Service benchmarks laid down by TRAI through regulations, issued from time to time, through quarterly performance monitoring reports received from service providers. As per the performance monitoring report for the quarter ending September, 2014, for broadband service (wireline) the service providers are generally meeting the benchmark for the quality of service parameters. Most of the non compliance with the benchmarks is observed in respect of the parameters fault repair by next working day, fault repair within 3 working days & provision of connections after registration of demand. As regards, 3G data service, as per the performance monitoring report for the quarter ending December, 2014 all the service providers are meeting the benchmark for all the quality of service parameters.

Further, BSNL is continuously working to ensure assured broadband speed to its customers by continuously upgrading the international bandwidth as soon the usage reaches a threshold level and by continuously monitoring load on broadband infrastructure and expansion of the same as per requirement.