

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

UNSTARRED QUESTION NO:1016
ANSWERED ON:02.03.2016
Poor Broadband Services
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the broadband services are not satisfactory in the country;
- (b) if so, the reaction of the Government thereto;
- (c) the steps taken by the Government in this regard;
- (d) the number of complaints received by the Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in this regard during the last three years and the current year, State-wise; and
- (e) the number of officials found responsible in this regard while probing the said complaints and the action taken against them?

Answer

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

(a) to (c) Telecom Regulatory Authority of India (TRAI) has laid down the quality of service standards for broadband service through "Quality of Service of Broadband service Regulations, 2006 dated 6th October, 2006." TRAI has been monitoring the performance of service providers, against the quality of service benchmarks for the various parameters through compliance reports submitted by the service providers on quarterly basis. As per the performance monitoring report for the quarter ending September, 2015 for Broadband services, all the service providers are generally meeting the benchmarks related to the parameters for its Broadband services. Non Compliance with the benchmarks is mainly observed in respect of the parameters (1) "Response time to the customer for assistance %age of calls answered by the operators (voice to voice) within 90 seconds" in 7 service areas of Bharti Airtel Ltd & M/s Atria on All India basis.

BSNL and MTNL have taken several steps to improve their broadband services. Some of these steps are as follows:

- BSNL
- â€¢ New Google Peering at Noida and Mumbai.
 - â€¢ Akamai Caching augmentation by 60 GB has been planned at IGW(International Gate Way) Chennai ,Mumbai and Bangalore.
 - â€¢ Google Caching at 14 locations.
 - â€¢ Upgradation of 47 heavily loaded BNGs (Broadband Network Gateway).
- MTNL
- â€¢ Optimisation of network to provide the better connectivity & assured speed.
 - â€¢ Close monitoring & Review of various internal links of core equipment on routine basis using locally developed tool IP Tester on mobile devices.
 - â€¢ Experts groups have been formed to handle broadband service related complaints.
 - â€¢ Separate teams have been deployed in each area to monitor and quick resolution of issues to further improve the services.

(d) & (e) The circle-wise details of number of complaints received by the BSNL and MTNL for their broadband services during the last three years and the current year as given in Annexure.

Broadband complaints are, in general, attended by BSNL and MTNL promptly.

Annexure

Circle-wise details of number of complaints received by the BSNL and MTNL for their broadband services

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Name of the Circle F. Y. 2012-13 F. Y. 2013-14 F. Y. 2014-15 F. Y. 2015-16(upto Jan, 16)
Total no. of landline Broadband faults registered Total no. of landline Broadband faults registered Total no. of landline Broadband faults registered Total no. of landline Broadband faults registered
BSNL
ANDMAN & NICOBAR 2190 3483 2096 1664
ANDHRA PRADESH 246340 337931 320983 341063
ASSAM 20175 23050 28503 32456
BIRAR 29028 71832 74056 80366

CHHATTISGARH 14986 14615 17615 13419
KOLKATA 219139 281671 297029 244302
CHENNAI 255414 542541 505582 402042
GUJARAT 171437 180487 152261 115300
HIMACHAL PRADESH 19467 19810 28527 22726
HARYANA 54541 48610 43313 35451
JHARKHAND 23176 35037 30164 26418
JAMMU & KASHMIR 22895 24089 19742 15633
KERALA 349201 468122 271834 582161
KARNATAKA 342981 282534 174152 141693
MAHARASHTRA 153412 246134 247279 227912
MADHYA PRADESH 44084 50792 62775 65176
NOTH EAST-I 9689 9282 7391 6832
NOTH EAST-II 2669 3582 3085 4330
ODISHA 35928 45843 44292 39899
PUNJAB 102593 106481 100063 78726
RAJASTHAN 128864 107174 73601 106881
TAMILNADU 147441 185737 146194 129858
UTTARAKHAND 21990 22346 21922 19147
UTTAR PRADESH(E) 119095 97231 95868 79081
UTTAR PRADESH(W) 63922 70205 65352 55465
WEST BENGAL 52291 59547 52273 47069
MTNL
DELHI 1236173 1311648 1255530 1060237
MUMBAI 1180449 1255425 1379834 1068673

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