

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

STARRED QUESTION NO:281  
ANSWERED ON:28.07.2014  
QUALITY OF SERVICE OF MTNL BSNL  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) the details of the Quality of Service (QoS) parameters prescribed by the Telecom Regulatory Authority of India for landline and mobile services by the Mahanagar Telephone Nigam Limited (MTNL) and the Bharat Sanchar Nigam Limited (BSNL);
- (b) whether QoS of Landline and Mobile services of MTNL/BSNL is monitored and reviewed from time-to-time by the Government;
- (c) if so, the details thereof and the reasons for deficient services of BSNL in various States including Bihar and Rajasthan;
- (d) the mechanism put in place to obtain feedback from the subscribers of MTNL/ BSNL; and
- (e) the follow-up action taken by the Government to improve QoS of MTNL/BSNL on the basis of feedback received?

**Answer**

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

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 281 FOR 28TH JULY, 2014 REGARDING "QUALITY OF SERVICE OF MTNL/BSNL"

(a) Quality of Service (QoS) parameters are prescribed by the Telecom Regulatory Authority of India (TRAI). TRAI regularly monitors the performance of telecom service providers against the benchmarks for the various quality of service parameters laid down in its Standards of Quality of Service of Basic Telephone Service (Wireline) and Mobile Telephone Service (Wireless) Regulations, through Quarterly Performance Monitoring Reports (PMR). Details of QoS parameters for mobile and landline services are given in Annexure-I and Annexure-II.

(b) & (c) The services of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are below the benchmark levels for certain parameters in certain areas.

As per the Performance Monitoring Reports (PMR) submitted by BSNL and MTNL for 2G/3G Services and landline services, the parameters in which BSNL and MTNL are not meeting the benchmarks for the quarter ending March 2014 including in Bihar and Rajasthan are given at Annexure-III and Annexure-IV respectively.

The major reasons for deficiencies in BSNL and MTNL services are inadequate investment in infrastructure expansion in recent years, legacy issues of manpower, lack of availability of electricity supply etc.

(d) TRAI has been periodically assessing customer perception of service through surveys by independent agencies engaged by TRAI. The benchmarks for the "overall customer's satisfaction" are as given below.

Landline - > 90%  
Mobile Services - > 90%

As per the surveys undertaken recently by independent agencies engaged by TRAI the service area-wise performance of BSNL and MTNL on the parameter "overall customer satisfaction" is given below:

Service Overall Customer Satisfaction (%)  
Area

Basic Wireless  
(Wireline) (2G & 3G)  
BSNL (> 90%)  
Kolkata 86.1 89.9  
Maharashtra 90.0 88.0  
Gujarat 92.0 93.0  
Kerala 98.4 99.3  
Punjab 98.0 96.5  
Haryana 94.3 94.0  
UP (West) 94.7 86.1  
UP (East) 95.8 90.6  
Rajasthan 88.3 88.1  
Madhya Pradesh 89.0 92.0  
West Bengal 92.6 91.4  
Himachal Pradesh 96.7 93.8  
Bihar & Jharkhand 76.5 87.1  
Orissa 91.6 97.7  
Assam 93.0 97.1  
North East 97.2 97.1  
Jammu & Kashmir 95.4 89.3  
MTNL  
Delhi 91.1 90.9  
Mumbai 89.0 90.0

TRAI shares the results of surveys for improvement in Quality of Service, with BSNL and MTNL, which gives them an opportunity for making improvements in delivering these services.

(e) Government reviews periodically the performance of BSNL and MTNL. The actions taken for improvement in QoS are given below:

# BSNL and MTNL are actively engaged in preparing a revival plan for improvement in quality of services, addressing legacy issues and expansion of network coverage.

# BSNL is expanding its mobile network coverage and capacity by adding 15 million lines through installation of 10502 Base Transceiver Stations (BTSs) for 2G and 14263 Node-Bs for 3G services in its Phase-VII expansion plan at cost of Rs 4804 crores. Out of these 645 node-Bs (3G) and 1109 BTSs (2G) are planned in Rajasthan circle and 228 Node-Bs (3G) and 1150 BTSs (2G) are planned for Bihar.

# MTNL is expanding its network by adding 1080 Node-Bs & 800 BTSs in Delhi and 1080 Node-Bs and 566 BTSs in Mumbai.

# BSNL and MTNL have reported that following action are being taken to improve the quality of services of landline network and mobile services.

# Regular Radio Frequency (RF) optimization tests are conducted to improve network performance.

# Up gradation of existing wireless network equipment for better services.

# Base Trans-receiver Station interruptions are being monitored regularly and prompt corrective actions are taken.

# Introduction of Call Detail Record (CDR) based billing, commercial, and fault repair service and work order management system.

# Fault Repair Service of rural exchanges has been centralized at Short Distance Charging Area Headquarters and is migrated to Interactive Voice Response System (IVRS) based system.

# Organization Open house session/customer education workshop and Telephone Adalats from time to time to collect feedback from customers action is taken based upon feedback.