

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

UNSTARRED QUESTION NO:433
ANSWERED ON:14.07.2014
WIRELESS PHONE SERVICES
Singh Shri Ganesh

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

- (a) whether the telecommunication facilities/services at districts level are in very bad shape in some of the States in the country;
- (b) if so, the details thereof, State/ UT-wise;
- (c) whether the Government has any mechanism to assess the quality of services being provided by various service providers;
- (d) if so, the details of the district where telecom facilities and mobile towers are insufficient and the services are very poor; and
- (e) the steps taken by the Government for the expansion and improvement of the services through installation of mobile towers particularly, wireless phones services in the said areas?

Answer

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

(a) & (b) Madam, Telecom Regulatory Authority of India (TRAI) has been monitoring quality of service provided by Cellular Mobile Services and Basic Telephone services, against the notified quality of service standards, through Performance Monitoring Reports (PMRs) submitted by service providers for the entire Licensed Service Area(LSA). Hence, no separate information is available at district level. As per the Performance Monitoring Reports submitted by Cellular Mobile Service Providers for 2G Services for the quarter ending March 2014, by and large the telecom operators are meeting quality of service standards, however some shortcoming with the benchmark is observed for some telecom operators in some LSA in respect of the parameters Percentage of calls answered by the operators (voice to voice) within 60 seconds, Accessibility to Call Centre, Worst affected cells having >3% Traffic Channel(TCH) drop (Call drop) rate and Connection with good voice quality. In respect of 3G Services, some shortcoming with the benchmark is mostly observed in respect of the parameter Worst affected cells having >3 Circuit Switched Voice Drop Rate – Cell Bouncing Busy Hour (CBBH). In respect of Basic Telephone Service (Wireline), shortcoming with the bench mark is mostly observed in respect of the parameter Percentage of calls answered by the operator (voice to voice) within 60 seconds.

(c) & (d) TRAI monitors QoS for the entire License Service Area. Hence, no separate information is available at district level. For ensuring quality of service, TRAI is closely monitoring the performance of service providers against the quality of service benchmarks and regular interactions are held with the service providers for improving quality of service. TRAI has also 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 stakeholders. TRAI has also been imposing financial disincentive on service providers for failure to comply with the quality of service benchmarks.

(e) The expansion of Telecom Networks by the Private Telecom Service Providers is governed by their techno-commercial interests. Bharat Sanchar Nigam Limited (BSNL) has initiated action for expansion of GSM (Global System for Mobile Communication) lines under Phase VII project in its area of operation. Mahanagar Telephone Nigam Limited (MTNL) has also proposed to expand its mobile network to further augment and improve coverage. Additionally, Universal Services Obligation Fund (USOF) also plans & implements schemes for expansion and improvement of Telecom Services/Infrastructure in rural & remote areas of the country.