

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

UNSTARRED QUESTION NO:454
ANSWERED ON:14.07.2014
IMPROVEMENT IN BROADBAND SERVICES
Pal Shri Jagdambika

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

- (a) whether the Government has fixed any annual target for broadening the subscriber base of internet and broadband users in the country;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether broadband services are not satisfactory, particularly in the rural and remote border areas;
- (d) if so, the details thereof and the reasons therefor along with the number of complaints received by Bharat Sanchar Nigam Limited (BSNL) from various quarters during the last three years and the current year, State-wise and year-wise; and
- (e) the steps taken by the Government to improve the broadband services of BSNL?

Answer

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

(a)&(b) Madam, National Telecom Policy 2012 stipulates provision of affordable and reliable broadband-on-demand by the year 2015 and to achieve 175 million broadband connections by the year 2017 and 600 million broadband connections by the year 2020. Further, as per the Result Framework Document (RFD), annual target for broadband connection for the financial year 2014-15 has been fixed at 66 million.

(c)&(d) Telecom Regulatory Authority of India (TRAI) monitors the performance of the service providers against the quality of Service benchmarks laid down by TRAI, through the quarterly Performance Monitoring Reports (PMRs) submitted by the service providers for license service area as a whole. No separate information is available for rural and remote border areas.

As per the PMRs submitted by various service providers to TRAI for Broadband service for the quarter ending March 2014, most of the service providers are meeting the benchmark. The main reasons for not meeting the benchmark for various parameters include poor availability of commercial power supply, fault due to cable damage on account of developmental activities, law and order problem in naxalite affected areas and frequent landslides in hill areas.

The details of broadband complaints/faults received by Bharat Sanchar Nigam Limited during current financial year and the last three financial years are enclosed at Annexure.

(e) For ensuring quality of service, TRAI has been closely monitoring the performance of service providers against the Quality of Service benchmarks through the quarterly Performance Monitoring Reports. TRAI is also having regular interactions with service providers for improving quality of service. Further, TRAI has engaged agencies for assessing quality of service and surveys are being done regularly through independent agencies to assess the customer perception of service. TRAI has also been imposing financial disincentive on Service providers for failure to comply with the quality of service benchmarks.