

(a) and (c) The following steps are taken in Mahanagar Telephone Nigam Limited (MTNL), Delhi and Department of Posts to provide services to senior citizen and women consumers:—

**Mahanagar Telephone Nigam Limited (MTNL), Delhi**

- \* There are separate queues at customer service centers for senior citizen and women consumers for depositing their bills and attending to other queries. Seating arrangements have been made to the extent possible.
- \* 25% rebate in installation charges for landline connection is given to senior citizens. 25% rebate in monthly rental charges is also given to senior citizens in the Tariff Plan-250, against one landline connection.
- \* All employees of customer service centers have been advised to attend senior citizens and women consumers for their specific needs if possible.

**Department of Posts**

- \* Separate counters/queues for senior citizens and women customers have been provided wherever feasible. Seating arrangements have been made to the extent possible.
- \* Best efforts are made to provide facilities on the suggestions received from senior citizens and women.

(b) In MTNL, Delhi; 52 Nos. of complaints were received from senior citizens and women during 2007-08 and their problems were solved promptly to their satisfaction.

In Department of Post, no complaint has been received in 2008 from senior citizens and women.

**Spectrum allocation criteria**

2644. SHRI JESUDASU SEELAM: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether in a bid to arrive at a compromise formula with agitated GSM operators, the Communication Ministry formed a new Committee to revive the subscriber linked spectrum allocation criteria specified by the Telecom Engineering Centre;

(b) whether the Telecom Engineering Centre—the technical wing of the DOT formed a team of 4 or 5 officers which would visit the network of dominant operations such as US, UK, Japan, France and South Korea;

(c) whether any final decision for allotting spectrum has been considered by the Government; and

(d) by what time final decision in this regard is likely to be taken?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA):

(a) The Government, during November 2007, constituted a Committee with academia, representatives from industry and Government, to recommend revised subscriber based spectrum allocation criteria. The Committee in its report has recommended allocation of additional spectrum in steps of 1 MHz.

(b) No, Sir.

(c) and (d) In order to ensure optimum use and equitable allotment of scarce spectrum resource, the criteria for spectrum allotment are based on the active subscribers, peak traffic of the operators network and demographic features of the service area. These criteria are reviewed from time to time taking into account relevant factors and technological development. The latest orders in this regard are based on TRAI recommendations and have been issued in January 2008.

#### **Universal Access Service License**

2645. SHRI N.R. GOVINDARAJAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that some GSM telecom operators holding Universal Access Service License have outsourced their network, managed capacities/services for switching, BSC/BTS transmission and back-end support and IT infrastructure;

(b) if so, the name of GSM operators having such arrangements and whether prior permission of Government was obtained; and

(c) if not, action taken against GSM operators for violation of license agreements?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) and (b) Government has issued Unified Access Services Licence (UASL) and Cellular Mobile Telephone Service (CMTS) Licence to telecom operators for providing cellular mobile telephone service using GSM or CDMA technology and the Licence agreement *inter-alia* provides that the licensee can always employ or appoint agents and employees for provision of the service.

Thus no prior permission of the Government is required for appointment of agents and employees for provision of service and appointment of franchisee to provide service.

(c) Does not arise in view of (a) and (b) above.

#### **Jamming of MTNL mobile lines**

†2646. MS. SUSHILA TIRIYA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that MTNL mobile subscribers of NCR including, Delhi, Faridabad and Gurgaon are facing difficulties due to jamming of MTNL mobile lines;

(b) if so, the reasons therefor; and

(c) the steps Government has taken to provide quality services to mobile subscribers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) and (b) No, Sir. MTNL Delhi mobile service is meeting most of the prescribed performance benchmarks by TRAI. However, there have been some temporary problems which were mostly on account of capacity augmentation exercise undertaken by MTNL for which

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† Original notice of the question was received in Hindi.