

**Improving network and service quality of telecom operators**

1820. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there has been degradation in performance and quality of many telecom service providers;

(b) what steps the Department of Telecom is taking on the issue of network and service quality of various Telecom Operators (both Government and private owned) to their consumers; -

(c) whether it is a fact that most of the companies blame the spectrum availability as the only issue where as there are many other factors that cause poor services to consumers like, Interconnect, switch capacity, transmission, network design and optimization etc.; and

(d) what recourse is available to consumers when faced with indifferent and poor service from their operators?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) As per Telecom Regulatory Authority of India (TRAI), a comparison of the Performance Monitoring Reports (PMRs) for the quarters ending 30.6.06 and 30.9.06 shows that, in case of Cellular Mobile services, the performance of service providers meeting the Quality of Services benchmark has improved. In the case of basic services, the performance of service providers has improved for some of the parameters only.

(b) Following steps have been taken by the Government for improving the quality of Telecom Services:

- (i) Holding the periodic meetings with the Telecom Service Providers.
- (ii) Holding periodic meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) and the private Telecom Service Providers to facilitate provision of interconnection.
- (iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.

(iv) Pursuing with local authorities for expeditious clearance of cell sites.

(c) According to the Telecom Service Providers, shortage of spectrum is a key factor for degradation in performance and quality of service.

(d) Department of Telecommunications has instructed service providers to set up redressal mechanism at call centre level and the appellate authority level. Consumer can also approach Public Grievances (PG) cell of Department of Telecommunications. In addition, there are options of Consumer Courts and Telecom Disputes Settlement and Appellate Tribunal (TDSAT) (for a group of consumers).

### **Global positioning system projects**

1821. SHRI RAJKUMAR DHOOT: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that India is likely to quit European Union led global positioning system projects;

(b) if so, the details thereof and the reasons therefor;

(c) whether Government have taken a decision on the alternative to the system; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI PRITHVIRAJ CHAVAN): (a) No, Sir.

(b) Does not arise.

(c) and (d) Government is cooperating with Russia in their Global Navigation Satellite System (GLONASS). Government has also approved the Indian Regional Navigation Satellite System (IRNSS) project.

### **Low take-up service in rural areas**

1822. DR. K. MALAISAMY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that despite the growth of mobile telephones, the