

wireless solution, because it is much more economical and much more faster to do. Sir, at this moment, in most of the places in Uttar Pradesh, we are in a position to give mobile connection on demand. Sir, the hon. Members is right. We can put...(Interruptions)... the infrastructure for giving mobile service. But, Sir, if there is no electricity provided by the State Government, what can we do? There are some problems which the hon. Member should take up with the State Government also.

श्री विनय कटियार: माननीय सभापति जी। ...(व्यवधान)...

एमटीएनएल और बीएसएनएल मोबाइल सेवाओं की गुणवत्ता

\*406. श्री संतोष बागड़ोदिया:††

डा० प्रभा ठाकुर:

क्या संचार और सूचना प्रौद्योगिकी मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार को इस बात की जानकारी है कि एमटीएनएल तथा बीएसएनएल की मोबाइल सेवा अन्य निजी कंपनियों की मोबाइल सेवा की तुलना में गुणवत्ता की दृष्टि से पिछड़ रही है;

(ख) क्या सरकार का इस ओर ध्यान गया है कि सरकारी सेल्यूलर सेवा में रोमिंग सुविधा तो है किन्तु आवाज साफ न सुनाई देना, बार-बार फोन कटना या नेटवर्क में गड़बड़ी के कारण फोन न लगना आम बात हो गई है; और

(ग) सरकार ने अन्य कंपनियों की तुलना में अपनी मोबाइल सेवा को बेहतर बनाने के लिए क्या उपाय सोचे हैं तथा ये उपाय कब से प्रभावी होंगे; और तत्संबंधी ब्यौरा क्या है?

संचार और सूचना प्रौद्योगिकी मंत्री (श्री दयानिधि मारन): (क) से (ग) विवरण सभा पटल पर रख दिया गया है।

### विवरण

(क) से (ग) भारतीय दूरसंचार विनियामक प्राधिकरण (ट्राई) अधिनियम के अनुसार ट्राई को दूरसंचार सेवाओं की सेवा की गुणवत्ता पर निगरानी रखने का कार्य सौंपा गया है। ट्राई द्वारा संकलित 31 मार्च, 2006 को समाप्त तिमाही से संबंधित अद्यतन तिमाही कार्य-निष्पादन मॉनीटरिंग रिपोर्ट के अनुसार सेवा की गुणवत्ता संबंधी अधिकांश पैरामीटरों की दृष्टि से भारत संचार निगम लिमिटेड (बीएसएनएल) और महानगर टेलीफोन निगम लिमिटेड (एमटीएनएल) द्वारा प्रदान की गई मोबाइल सेवाएं निजी प्रचालकों द्वारा प्रदान की गई मोबाइल सेवाओं की तुलना में सामान्यतः पीछे नहीं हैं।

इसके अतिरिक्त, बीएसएनएल और एमटीएनएल निरंतर अपने नेटवर्क के कार्य-निष्पादन की समीक्षा कर रहे हैं और मोबाइल नेटवर्क की क्षमता को वृद्धि दर के अनुरूप इष्टतम बना रहे हैं/बढ़ा रहे हैं। सरकार सेल्यूलर मोबाइल सेवा प्रदान करने हेतु केंद्र स्थापित करने के लिए स्थानीय प्राधिकरणों से अनापत्ति प्राप्त करने के मामलों में अपना सहयोग देकर संबंधित समस्याओं के समाधान में सेवा प्रदाताओं की सहायता कर रही है।

†† सभा में यह प्रश्न श्री संतोष बागड़ोदिया द्वारा पूछा गया।

ऐसा पाया गया है कि मोबाइल सेवा के उपभोक्ताओं की संख्या में बहुत अधिक वृद्धि हो जाने के कारण व्यस्त समय के दौरान अनेक स्थानों पर संकुलन की समस्या उत्पन्न हुई है और इसी प्रकार की समस्या का सामना रोमिंग उपभोक्ताओं को भी करना पड़ता है जिसका कारण प्रचालकों द्वारा वृद्धि दर के अनुरूप आवश्यक अवसंरचना सुविधाएं और अंतःसंयोजन की सुविधा स्थापित करने में विलंब किया जाना है।

### **Quality of MTNL and BSNL mobile services**

†\*406. SHRI SANTOSH BAGRODIA:††

DR. PRABHA THAKUR:

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

(a) whether Government are aware that in comparison to mobile services of other private companies the mobile services of MTNL and BSNL are lagging behind, quality-wise;

(b) whether Government have given any attention to this fact that the roaming facility is available in the public cellular service but due to lack of clarity in voice, frequent interruption or disturbance in the network, difficulty in making calls has become a regular features; and

(c) the measures contemplated by Government for bringing improvement in their mobile services in comparison to other companies and by when these measures will be implemented alongwith the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) to (c) A Statement is laid on the Table of the House.

### **Statement**

(a) to (c) Sir, as per Telecom Regulatory Authority of India (TRAI) Act, TRAI is mandated to monitor Quality of Service (QoS) of Telecom Services. As per the latest quarterly Performance Monitoring Report for the quarter ending 31st March, 2006 compiled by TRAI, mobile services provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are generally not lagging behind those of the private operators in respect of most of the QoS parameters.

Furthermore, BSNL and MTNL are continuously reviewing their network performance and optimizing/augmenting their mobile network capacity commensurable with the growth rate. Government is facilitating the service providers in addressing the problems by pursuing the matters of clearance of cell sites with local authorities.

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†Original notice of the question was received in Hindi.

††The question was actually asked on the floor of House by Shri Santosh Bagrodia.

It has been observed that due to tremendous growth in mobile subscriber base, there have been problems of congestion during busy hours at many places, which is also applicable to the roaming subscribers, due to delay in setting up of necessary infrastructure and inter-connection by the operators commensurate with this growth.

SHRI SANTOSH BAGRODIA: Sir, the benchmark prescribed for point of inter-connection (PoI) congestion is less than 0.5 per cent, whereas it was noticed that at several places, the level of congestion of some of the operators was in the range of 80 per cent to 95 per cent. This means that out of 100 calls, to 80 to 95 calls fail. In 2005, Sir, in July, it was 188 per cent; in September, it was 364 per cent; and in December, 398 per cent. I understand that TRAI had issued orders to cellular operators on November 29, 2005 to ensure by December 31, 2005 that the QoS parameters, including the level of PoI congestion, should be within the prescribed limit. What is the status now?

SHRI DAYANIDHI MARAN: Sir, the hon. Member had raised a question on Rajasthan.

SHRI SANTOSH BAGRODIA: No, the question is not for Rajasthan.

SHRI DAYANIDHI MARAN: Sir, the hon. Member wanted to know about the quality of service provided by BSNL and MTNL, whether they are meeting the quality of service. Sir TRAI has issued guidelines to all the service providers to meet the quality of service. Sir, we have been monitoring it and I could say that except in a few places, BSNL and MTNL have been maintaining and are well within the levels of parameters of the QoS as mentioned by TRAI. Sir, there are some places — I should say, there are some places—where some of the operators were not maintaining the parameters in congestion areas and where call droppings were happening, especially in the State of Rajasthan. Sir, we had noticed that BSNL was not meeting the quality of service last year, but I am happy to inform the hon. Member, through you, that from the month of July, we have come in near to the parameters; and moreover every mobile operator in the country is increasing its capacity. Because of the constant increase, the dynamic process of increasing the capacity, there are some problems. Sir, we have to go through it because we are growing too fast.

SHRI SANTOSH BAGRODIA: Sir, my second supplementary question is that particularly during disasters, like bomb blasts in Mumbai, mobile service was completely jammed. If there is a disaster and if the local lines or the landlines are jammed, I can understand. But, the mobile service is jammed to the extent that there was no movement, there was no talk. So, the hon. Minister advise as to how best he can do it, particularly when there is a disaster, that is when we need a better service so that people

can talk to their near and dear ones? Similarly, Sir, the MTNL has very wide network. As he mentioned Rajasthan, I think every village, every town is covered by their services.....

**MR. CHAIRMAN:** Please come to your question. Please put your question so that he can reply immediately.

**SHRI SANTOSH BAGRODIA:** But Sir, despite that, the services are very poor in comparison.

**SHRI DAYANIDHI MARAN:** Sir, the hon. Member has asked a very valid question. In case of disaster like floods, it has happened that the mobile network is congested because everyone wants to get in touch with his dear ones and find out their safety. Sir, in fact, during the recent floods in Surat, all the operators joined together and allowed roaming, just to reduce that congestion, with each other's network; and we did a good service, tried to give connectivity and also able to help the people who were in distress to contact their dear ones.

**डा. प्रभा ठाकुर:** धन्यवाद सभापति महोदय, मेरा जो प्रश्न है, जिसमें मैंने सरकार से एमटीएनएल तथा बीएसएनएल के बारे में जानना चाहा है, मेरा वह प्रश्न राजस्थान नहीं, बल्कि पूरे देश की एमटीएनएल और बीएसएनएल की सेवाओं के संबंध में है कि गुणवत्ता की दृष्टि में निजी कम्पनियों के मुकाबले ये पिछड़ रही हैं। सरकार का जो उत्तर आया है, उसमें सरकार ने बताया है कि ट्राई की रिपोर्ट के मुताबिक "मोबाइल सेवाएं निजी प्रचालकों द्वारा प्रदान की गयी मोबाइल सेवाओं की तुलना में सामान्यतः पीछे नहीं हैं।" सामान्यतः पीछे नहीं हैं वरना कई जगह पीछे हैं। मैं माननीय मंत्री जी को इतना ही कहना चाहूँगी कि एक मुहावरा पूरे देश में प्रचलित हो गया है, एमटीएनएल का मतलब लोगों ने यह कर दिया है कि "मुझे टेलीफोन नहीं लेना है।" इसी प्रकार बीएसएनएल के संबंध में यह मुहावरा प्रचलित हो गया है कि "भाई साहब, नहीं लगेगा।" मैं माननीय मंत्री जी से कहना चाहूँगी कि जनता में इन सेवाओं के प्रति क्या भावना चल रही है, उसका आप इससे अंदाजा लगा सकते हैं। मैं यह जानना चाहती हूँ कि क्या कारण है कि जब मैं कोई एयरटेल या हच सर्विस के फोन से फोन मिलाती हूँ तो सारी लाइनें क्लीयर मिलती हैं किन्तु जब एमटीएनएल के फोन से फोन किया जाता है, तब यह आता है कि इस रूट की सभी लाइनें व्यस्त हैं या नेटवर्क काम नहीं कर रहा है? इसका क्या रहस्य है, माननीय मंत्री जी कृपया वह बताने की कृपा करें।

**SHRI DAYANIDHI MARAN:** Sir, I have been saying all along that we have been improving our services. The fact of the matter is, if the services of BSNL and MTNL are not good, we won't be having this kind of demand; the public won't be coming to use the services of BSNL. But, Sir, I will not say that we are hundred per cent perfect. There are some flaws which we are trying to correct, and because we are more sought after, we are continuously in the process of improving our services and adding more capacity. In fact, I remember, Sir, that last year when the hon. Member,

Mr. Ahluwalia, requested that he could not use his phone within the Parliament complex because the signals were not there, the next month we connected them to the services. And now, you will see that they are able to use it. We are now working with all the operators in the cities. They have shared their infrastructures so as to make sure that wherever there are dark spots, we try to improve our services. Sir, we are at it. It is a constant process; it is an ongoing process. We keep on adding as more and more subscribers keep on using our services.

डा० प्रभा ठाकुर: माननीय सभापति जी, मेरा-सेकंड सप्लीमेंटरी है।

श्री सभापति: सेकंड सप्लीमेंटरी नहीं होता है।

SHRI M. VENKAIAH NAIDU: Mr. Chairman, Sir, many of us normally opt to BSNL because it is a public sector thing, and we are proud of it. But, at the same time, what is happening, in practical experience, is from 11 o' clock onwards, if you could try on BSNL, the entire system gets stuck. I do not know whether it is lack of spectrum or lack of adequate towers is each place. And when I go on the road in the rural areas, I get the service un-interrupted. But if I am in a city like Chennai or if I am in Hyderabad or Bangalore, lines are always busy and gets disconnected. Sir, in the BSNL, there is a system that four of us can be in a circuit. When I call my wife and speak to her for half-a-minute, then the lines get cut! She feels that I am not willing...*(interruptions)*...

MR. CHAIRMAN: Because of the relations between you and your wife! ...*(interruptions)*.

SHRI M. VENKAIAH NAIDU: Sir, very rarely, we speak to those unfortunate women who married us because most of the time we speak in public! ....*(interruptions)*... I would only like to know ...*(interruptions)*... I would like to know from the hon. Minister ...*(interruptions)*... Definitely, BSNL is doing a good job, but you are adding more subscribers and you are not adequately adding to the system. If you do not have the infrastructure, why do you add more subscribers and create this wrong impression in the minds of the people? Some of the operators—some, I don't want to name them and give them the benefit—have, at the peak hours, adequate service. Will the Minister look into this seriously and set up a time frame to see that this situation is resolved at the earliest?

SHRI DAYANIDHI MARAN: Sir, at the outset, let me apologise to the Hon. Member for disrupting the pleasure of his wife. Sir, the hon. Member has already mentioned this to me. The problem is, because we are continuously adding more and more towers, it does happen, Sir, that when the BSNL started its services in the rural areas, then, it was the kind of neglecting the cities. Now, the BSNL is adding more towers in the cities. Sir, it is an ongoing process. We have some problem. I tell the hon. Member that very soon, we will be able to solve this issue.

SHRI V. NARAYANASAMY: Sir, I would appreciate the hon. Minister for the efficient services that have been provided by the BSNL and the MTNL. ... *(Interruptions)*... I may differ with his view. ... *(Interruptions)*... The reason is that it is only the BSNL which is providing services in the remote corners of this country. In the North-Eastern region, it is the BSNL alone which is working there, and not the private operators. It is a fact that the private operators have come, but they have invested a lot of money only in metro cities, and not in the rural areas. ... *(Interruptions)*... Therefore, I am appreciating the hon. Minister for that. Having said that, I would like to tell the hon. Minister one important point. ... *(Interruptions)*... The amount of money earned by the BSNL... *(Interruptions)*...

MR. CHAIRMAN: Mr. Narayanasamy, come to your question.

SHRI V. NARAYANASAMY: I am coming to the question, Sir. But without the preface the Minister will not be able to understand my question.

MR. CHAIRMAN: You are not coming to the question. You are making the background!

SHRI V. NARAYANASAMY: Sir, I am coming to the question. ... *(Interruptions)*... What is the percentage of money being spent on developing the infrastructure out of money earned by BSNL? ... *(Interruptions)*... Sir, I would like to know the percentage of money which he is investing in developing the infrastructure to give better services to the subscribers.

SHRI DAYANIDHI MARAN: Sir, as I mentioned, the BSNL is aggressively trying to increase its capacity. In the coming years, the BSNL is going to increase its capacity by 63.5 million lines. That is with respect to BSNL alone. I am not including the capacity increase which is going to be made by the MTNL. If I take Apple to Apple, what the BSNL does is to add 63.5 million lines. All the other private operators put together will be adding the same amount, if you understand the amount, which the BSNL is going to increase. I don't have the exact figures with me now to give to the hon. Member.

SHRI V. NARAYANASAMY: You can pass it on to me.

SHRI DAYANIDHI MARAN: I can pass it on to you. Definitely, we are very aggressive. We are aggressive in the market. In fact, BSNL has been trend-setter. In the previous question, the hon. Member has asked about One-India rate. The BSNL has brought it to one Rupee per minute, where all the other operators fell in line. The BSNL is trying to be a watchdog and trying to reduce the prices and make sure that the customers benefit. Definitely we have some problems and we have some points which we will have to take into consideration, and we will try to ensure that the BSNL and the MTNL give good service not only to our Members but also to every citizen of our country.

SHRI SITARAM YECHURY: Sir, I don't have any complaint. But I sympathise with Shri Venkaiah Naidu. So far BSNL has not interfered in my marital life. So, I don't want to compare on that score. But, with all respect, we always want and prefer the BSNL. Last year also, I asked a question and I did not feel satisfied with the answer. Is it a fact that the BSNL and the MTNL are deliberately not putting up towers so that you favour the private companies? *(Interruptions)*...

SHRI DAYANIDHI MARAN: Sir, this is wrong. *(Interruptions)*... This is wrong. *(Interruptions)*... The hon. Member can't raise this question without any proof. *(Interruptions)*... Can he prove it? *(Interruptions)*... Let him prove it. *(Interruptions)*... Let the hon. Member prove that. *(Interruptions)*... He can't prove. *(Interruptions)*...

SHRI SITARAM YECHURY: Let me complete. *(Interruptions)*...

SHRI DAYANIDHI MARAN: He is demoralising the employees of the BSNL and the MTNL for doing very good service. *(Interruptions)*...

SHRI SITARAM YECHURY: Sir, I take strong objection to this particular charge being levelled that we are demoralising the workers. *(Interruptions)*... We run the unions, I say, Sir. *(Interruptions)*... These companies run because of the people who are working there. *(Interruptions)*... They are not run because of the Ministers. *(Interruptions)*... Remember that BSNL and MTNL are run because of the workers, and not because of the Ministers.

Secondly, I am raising this issue on the basis of what the unions have told us. On a number of occasions congestion takes place in the metropolitan cities because of BSNL and MTNL not putting up the towers. *(Interruptions)*... I will just complete. *(Interruptions)*...

श्री मंगनी लाल मंडल : येचुरी जी ने जो बात कही है, वह बिल्कुल सही है और जनता में यह धारणा है ... (व्यवधान)...

MR. CHAIRMAN: Let him reply. *(Interruptions)*...

SHRI SITARAM YECHURY : The other thing is that we want to know from the Minister if there is any proposal...*(Interruptions)*...

MR. CHAIRMAN : Let him reply. *(Interruptions)*...

SHRI SITARAM YECHURY:...for the merger of MTNL with BSNL so that it can become a larger company to face the competition. *(Interruptions)*...

SHRI DAYANIDHI MARAN: Sir, while replying I will say the same thing, let the Member put it in writing and say that the BSNL and the MTNL are doing it. *(Interruptions)*... I feel that the BSNL and the MTNL are doing it. *(Interruptions)*... I feel that the BSNL and the MTNL are trying to compete. *(Interruptions)*... In fact, when I said this just before the Member arrived right now, probably, he didn't hear my answer. *(Interruptions)*...

SHRI SITARAM YECHURY: We are here all the while. *(Interruptions)*...

SHRI DAYANIDHI MARAN: I am not yielding. (*Interruptions*)...I am not yielding (*Interruptions*)...When I told this House that the BSNL was increasing the capacity by 63.5 million lines...(*Interruptions*)...

SHRI SITARAM YECHURY: Sir, such an impertinence is not expected from the Minister. (*Interruptions*)...

SHRI DAYANIDHI MARAN: Let me answer. (*Interruptions*)...I am standing. (*Interruptions*)...Let me answer. (*Interruptions*)...Let me answer the question (*Interruptions*)...

SHRI SITARAM YECHURY: I have been hearing since you have been answering. (*Interruptions*)... You should withdraw it. (*Interruptions*)...

SHRI DAYANIDHI MARAN: Let me answer. (*Interruptions*)... I am not yielding. (*Interruptions*)... I am not yielding. (*Interruptions*)...

SHRI SITARAM YECHURY: What is this, Sir? (*Interruptions*)...

MR. CHAIRMAN: Shri M.S. Gill. (*Interruptions*)...

SHRI DAYANIDHI MARAN: If the hon. Member has any specific allegation, let him give in writing to me. (*Interruptions*)...

MR. CHAIRMAN: Shri M.S. Gill.

डा० एम० एस० गिल: सभापति जी, यह मामला हम ठंडा करते हैं। मैं तो इतना कहना चाहता हूँ कि प्रभा ठाकुर जी ने जो कहा है, मैं भी उसकी ताईद करता हूँ। फर्क सिर्फ इतना है कि महाराष्ट्र में वे कहते हैं कि भाई साहब बंद करो, लेकिन पंजाब वालों को तो कहते हैं कि अजी चुप रहो। मंत्री जी कह रहे हैं कि इनको बहुत कुछ ठीक करना है। हम इंतजार करेंगे और हम देखेंगे। कृपा करके उसके ऊपर ध्यान दें।

MR. CHAIRMAN: Question Hour is over.

### WRITTEN ANSWERS TO STARRED QUESTIONS

#### Providing computers in village post offices of Uttaranchal

\*404. SHRI HARISH RAWAT: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have any plan to provide modern and effective computers in all post offices located in the villages and hilly areas of Uttaranchal:

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) In the Tenth Five Year Plan the Government has an approved programme to provide computers to all large Post Offices (having more than two public counters) across the country including the State of Uttaranchal irrespective of their location in urban, village or hilly areas.

(b) The number of such large Post Offices located in the villages and