

stakeholders on the subject, is underway. The National Broadband Plan would address Broadband connectivity to all the villages, including through Optical Fibre Cables as required. However no final decision has been taken in this matter so far.

Mobile and landline telephone services

2691. DR. JANARDHAN WAGHMARE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the network quality of public/private mobile and landline services is not very satisfactory in the country;

(b) if so, the details thereof along with the number of complaints received in this regard, State-wise and the reasons therefor; and

(c) the further strategy of Government to expand and improve the telecom services in the country?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) Sir, 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) and monthly congestion reports submitted by the service providers for Licensed Service Area as a whole.

As per the Performance Monitoring Report for the quarter ending June, 2010, in the case of cellular mobile telephone service, service providers are generally meeting the benchmarks for various quality of service parameters in different service areas. However, some of the service providers are not meeting the benchmarks for some of the parameters in some of the service areas. As regards Basic telephone service (Wireline), the service providers are generally meeting the benchmarks for the various quality of service parameters, except in the case of the parameters ‘% of Fault repaired within 3 days (for urban areas)’ and ‘% Fault repaired within 5 days (For rural and hilly areas)’.

(b) In the public grievance cell of Department of Telecommunications, the grievances received during the period from 1st April, 2010 to 31st October, 2010 are 45,369. The State-wise bifurcation is enclosed as Statement-I (*See below*). TRAI received 2645 complaints during the period from 1st April, 2010 to 30th September, 2010 against the telecom companies from the public, out of which 1199 complaints are service related. TRAI monitors the complaints category-wise and service provider-wise and not State-wise. The details are enclosed as Statement-II (*See below*).

(c) On an average 10 licensees are operational in each service area to expand the telecom services in the country. Further, following schemes have been launched by government under Universal Service Obligation Fund (USOF) for provision of telecom services in the country.

- (i) VPTs under Bharat Nirman
- (ii) Newly Identified VPTs
- (iii) Replacement of Multi Access Radio Relay (MARR) VPTs
- (iv) First phase of Shared Mobile Infrastructure Scheme
- (v) Wire line Broadband Connectivity for rural areas

The TRAI has been taking various steps to ensure quality of service by cellular mobile telephone service and Basic telephone service (Wireline) providers. The steps taken by TRAI are:-

- Monitoring the performance of cellular mobile telephone service and Basic telephone service (Wireline) against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly Performance Monitoring Reports. In addition, POI congestion is also being monitored on monthly basis.
- TRAI also undertakes objective assessment of the Quality of Service of Cellular Mobile Services through independent agencies. A customer satisfaction survey is also conducted quarterly through independent agencies. The results of these audits and surveys are being widely published for public/Stakeholders knowledge.
- TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks.

Statement-I

Number of Grievances received w.e.f. 1.4.2010 to 31.10.2010

| States | No. of Grievances |
|-----------------------------|-------------------|
| 1 | 2 |
| No State Assigned | 493 |
| Andaman and Nicobar Islands | 21 |
| Andhra Pradesh | 249 |
| Arunachal Pradesh | 7 |
| Assam | 276 |
| Bihar | 286 |
| Chandigarh | 28 |
| Chhattisgarh | 56 |

| 1 | 2 |
|------------------------|-------|
| Dadra and Nagar Haveli | 2 |
| Delhi | 32984 |
| Goa | 102 |
| Gujarat | 405 |
| Haryana | 2800 |
| Himachal Pradesh | 287 |
| Jammu and Kashmir | 61 |
| Jharkhand | 142 |
| Karnataka | 434 |
| Kerala | 498 |
| Lakshadweep | 1 |
| Madhya Pradesh | 280 |
| Maharashtra | 876 |
| Manipur | 5 |
| Meghalaya | 14 |
| Mizoram | 4 |
| Nagaland | 3 |
| Orissa | 103 |
| Puducherry | 14 |
| Punjab | 632 |
| Rajasthan | 718 |
| Sikkim | 4 |
| Tamil Nadu | 439 |
| Tripura | 14 |
| Uttar Pradesh | 2496 |
| Uttarakhand | 120 |
| West Bengal | 515 |
| TOTAL: | 45369 |

Statement-II

Details of Complaints w.e.f. 1.4.2010 to 30.09.2010 forwarded to service providers category-wise

| Sl.No. | Nature of Complaint | BSNL | MTNL | Airtel | Tata | Reliance | Vodafone | Idea | Others | Total |
|--------|---------------------|------|------|--------|------|----------|----------|------|--------|-------|
| 1. | Billing/Metering | 60 | 19 | 116 | 37 | 82 | 34 | 38 | 13 | 399 |
| 2. | Service related | 250 | 83 | 232 | 77 | 172 | 221 | 46 | 118 | 1199 |
| 3. | Refund of Security | 5 | — | 49 | 13 | 33 | 2 | 18 | 2 | 122 |
| 4. | Tariff | 4 | 1 | 5 | — | — | 4 | 13 | 8 | 35 |
| 5. | Threatening | — | — | — | — | — | — | — | — | — |
| 6. | VAS | 24 | 5 | 93 | 39 | 110 | 18 | 44 | 16 | 349 |
| 7. | UCC | 32 | — | 65 | 7 | 24 | 50 | 27 | 31 | 236 |
| 8. | Misc. | 10 | 3 | 119 | 29 | 62 | 12 | 46 | 24 | 305 |
| TOTAL | | 385 | 111 | 679 | 202 | 483 | 341 | 232 | 212 | 2645 |