

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) to (c) Telephone and mobile users of BSNL in Chhattisgarh are, in general, not facing problems of poor network and poor voice quality. The following steps have been taken by BSNL to improve the Quality of Services for both landline and mobile subscribers.

1. The mobile staff and land line staff has been restructured and separate staff is available for both the services.
2. There are total 1488 Global System for Mobile Communication (GSM) BASED Base Transceiver Stations (BTSs) working in Chhattisgarh State as on 31.01.11 and 110 more BTSs are likely to be commissioned by 31st March, 2011.
3. Ensuring close co-ordination with law enforcement agencies for minimizing the cases of telephone cable theft.
4. Coordination with agencies like Municipal bodies, PWD, National Highway Authorities to avoid incidences of cable damages etc. and for restoration of the same at the earliest.
5. Coordination with State Electricity board to minimize the effect of the power problem.
6. Coordination with State Government departments for commissioning of new BTSs and Optical Fibre Cable (OFC) media.

#### **Sharing of messenger services by Blackberry**

1766. SHRI R.C. SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that Government had given January 31 as deadline to Blackberry to share its messenger services with intelligence and security services;
- (b) if so, the details thereof;
- (c) whether Blackberry has finally agreed to share all its services; and
- (d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) Yes, Sir. Government had given 31st January 2011 as deadline to Blackberry as per their own commitment to provide a solution for Lawful Interception of messenger services in readable format to Intelligence and Security Agencies.

(c) and (d) Research in Motion (RIM), the providers of Blackberry services, have not yet given the solution for interception of their Blackberry Enterprise Service (BES). According to RIM they do not possess any key for this service because communication offered through this service is dynamically encrypted. However, message in clear text can be obtained from the Enterprise Email Server, where it is in readable format.

**Complaints received by TRAI against mobile service providers**

1767. SHRI ANIL MADHAV DAVE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) how many complaints have been received by TRAI about private mobile/cellular service providers in the last three years;

(b) the details thereof, service provider-wise; and

(c) the action taken by TRAI for redressal of such complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT): (a) and (b) TRAI has received 12826 complaints against Private mobile/cellular service providers as per details given below:

Sl.No.	Service Provider	2007-08	2008-09	2009-10	2010-11 (upto to 31/12/10)	Total
1.	M/s Bharti Airtel	725	773	1736	1062	4296
2.	M/s Tata Tele.	343	232	678	329	1582
3.	M/s Reliance	500	466	1000	685	2651
4.	M/s Vodafone	378	477	881	538	2274
5.	M/s Idea Cellular	186	129	425	371	1111
6.	Others	133	109	370	300	912
TOTAL		2265	2186	5090	3285	12826