

(b) if so, the steps taken by Government till date in this regard; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MURLI DEORA): (a) Sir, as per Telecom Regulatory Authority of India (TRAI) Act, 1997, TRAI monitors the performance of service providers against the quality of service benchmarks for the parameters prescribed through regulations issued from time to time for service area as a whole. Performance of service providers in Uttar Pradesh (West) service area which also covers Uttarakhand, as per performance monitoring report analysed by TRAI for quarter ending March, 2011, the service providers are meeting the benchmarks for the most of the parameters. BSNL in Uttarakhand for Basic Telephone Service (Wireline), is not meeting some of the benchmarks. Telecommunications Network of BSNL in border district of Uttarakhand in few places interrupted frequently due to optical fibre cuts mainly due to road widening work.

(b) In border area districts BSNL is providing its mobile services with 113 Base Transceiver Stations (BTS) and they have initiated action to install 17 new BTSs in these Districts in the next expansion plan. Besides this planning of augmentation of satellite link has been initiated for media redundancy. Monitoring/corrective action has also been strengthened by BSNL to minimize down time. TRAI has also been taking various steps to ensure quality of service by Basic Telephone Service (Wireline) and Cellular Mobile Service Providers.

Some of the steps taken by TRAI are as follows:—

TRAI has been monitoring the performance of Basic Telephone Service (Wireline) and Cellular Mobile Service against the benchmarks given for various parameters laid in Quality of service Regulations through Quarterly and Monthly Performance monitoring Reports. In addition, Point of Interconnection (Pol) congestion is also being monitored on monthly basis.

TRAI also undertakes objective assessment of Quality of service of Basic Telephone Service (Wireline) and Cellular Mobile Service through an independent agency. A customer satisfaction survey is also conducted quarterly through this agency. This results of these audit and survey were 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.

(c) Does not arise in view of above.

Monitoring of social networking websites

676. SHRI N.K. SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether in order to strengthen cyber security paraphernalia, Union Home Ministry has asked Department of Telecommunications to ensure effective monitoring of social networking websites like Facebook and Twitter;

(b) if so, whether DoT has since instructed all telecom service providers to upgrade their monitoring systems to handle web 2.0 traffic; and

(c) if so, the details thereof and the other steps Government proposes to take to ensure that all telecom operators have access to all services offered on telecom networks?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MURLI DEORA): (a) Yes, Sir, a letter has been received from Union Home Ministry on the issue.

(b) and (c) The Telecom Service Providers provide facilities for lawful interception and monitoring of communication flowing through their network including communications from social networking websites like Facebook and Twitter, as per the terms and conditions of their license agreements. There are certain communications, which are encrypted by the Solution Service Providers of these services. The Telecom Service Providers are not supposed to know the content of any communication and, therefore, do not know whether a service is encrypted or not. This is known by the Security Agencies only when the stream of encrypted content is delivered to them through the facility of lawful interception and monitoring provided by Telecom Service Providers. But Security Agencies may not be able to decrypt all the intercepted encrypted messages.

The Government regularly interacts with Telecom Service Providers and Solution Service Providers to address the issue and implement the solution to the extent possible keeping in view security, service and developmental needs of the country.

Strengthening of TRAI

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

(a) whether current structure of telecom regulator, TRAI working with or through Telecom Ministry/DoT, poses a serious conflict of interest and influences the TRAI's ability, independence and willingness to set and meet measurable results;

(b) whether Government has received any suggestions/representations for strengthening the TRAI and making it more accountable to people of the country and Parliament;

(c) if so, the details thereof;

(d) the action Government has taken thereon; and