

training programmes conducted by the implementing agencies. Further, around 70 private engineering colleges across the country participated in the half/one day awareness programme conducted under the ISEA project.

Quality of MTNL and BSNL services

216. SHRI D.P. TRIPATHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that services provided by MTNL and BSNL are not satisfactory as compared to private operators;
- (b) if so, the reasons therefor; and
- (c) the steps Government is taking to improve their efficiency?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) to (c) The telecom subscribers of BSNL and MTNL sometimes face problems with regard to Quality of Service (QoS) as do Subscribers of private operators. However, BSNL and MTNL are, in general, meeting the QoS benchmarks prescribed by Telecom Regulatory Authority (TRAI).

Quality of Service (QoS) improvement is a continuous process. Actions being taken by BSNL and MTNL to improve their Quality of Service, are as follows:

- All circles are keeping adequate stock of spare cable for emergency purposes.
- Close co-ordination is being maintained with Police authorities to minimize the cases of cable theft.
- Close co-ordination with Municipal authorities to avoid damages of cable due to development work and regular patrolling of major routes.
- Rehabilitation and upgradation of external plant.
- Close monitoring of network operation through IT (Information Technology) enabled systems.
- Introduction of CDR (Call Detail Record) based billing, commercial and fault repair services.

- Introduction of effective Network Management System.
- Measures like BTSs (Base Transceiver Stations) additions, capacity augmentation and upgradation, optimization of radio network and drive tests.

TRAI has been taking various steps to ensure Quality of Service by the service providers including BSNL and MTNL. Some of these steps are as follows:—

- TRAI has been monitoring the performance of Service Providers against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, Point of Interconnection (POI) congestion is also being monitored on monthly basis.
- TRAI also undertakes objective assessment of the Quality of Service of Basic, Cellular and Broadband Services through independent agencies. A customer satisfaction survey is also conducted quarterly through these agencies. The results of these audit and survey 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.

In addition, Department of Telecommunications (DoT) also reviews the performance of BSNL and MTNL periodically.

Guidelines for Wimax franchising

217. SHRI N. BALAGANGA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has recently noticed any further lacunae in the guidelines notified for Wimax franchising;
- (b) if so, whether these have been rectified;
- (c) if so, the details thereof;
- (d) if not, the reasons therefor;
- (e) whether due to the said lacunae, any of the telecom operators have been unduly benefited;
- (f) if so, the details thereof; and