- Fault occurring in devices due to aging.
- Faults occurring due to mishandling of the device.

(c) BSNL takes prompt action to replace the faulty device as soon as the same are detected and achieve the quality of service parameters prescribed by the Telecom Regulatory Authority of India (TRAI).

BSNL has taken many steps to prevent faulty devices of Basic Telephone Services, some of which are as under:

- By seeking warranty from the manufacturer/supplier for a prescribed period of time.
- By undertaking quality assurance tests before acceptance of device and its use in the BSN Network.
- By awarding Annual Maintenance Contract (AMC) to the supplier/original device manufacturers for keeping the device in good condition.

Usage charge for new spectrum

1890. SHRI MOHD. ALI KHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has set 5 per cent usage charge for new spectrum; and

(b) if so, the details thereof and the present status thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) It has been decided that the Spectrum Usage Charges (SUC) for the spectrum in 1800 Megahertz (MHz) and 900 MHz bands acquired through auction held in February, 2014 will be levied at the rate of 5 percent of the Adjusted Gross Revenue (AGR). In case of the combination of existing spectrum in these bands, and spectrum acquired through the auction, the weighted average will apply to the entire spectrum held by the Telecom Service Provider in 900 MHz and 1800 MHz bands. The licensees who do not acquire spectrum in this auction shall continue to pay SUC according to the existing slab rate.

Complaints regarding faulty telephone and shifting of telephone connections

†1891. SHRI RAMDAS ATHAWALE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

†Original notice of the question was received in Hindi.

(a) whether it is a fact that the Ministry had issued instructions in June, 1996, whereby there is provision of shifting of local telephone connections in seven days, shifting from one exchange to another in 15 days, shifting from one State to another in one month and repair of out-of-order telephone within 48 hours; and

(b) if so, the number of complaints officials of several telecommunication/ MTNL especially in Delhi have received separately from June, 1996 to till date, State-wise and which have not been redressed as per above-said instructions?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) The information is being collected and will be laid on the Table of the House.

Fire at National Institute of Electronics and Information Technology, Chandigarh

1892. SHRI BALWINDER SINGH BHUNDER: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there was a major fire in the National Institute of Electronics and Information Technology in Chandigarh;

(b) whether dowsing of fire could not be speeded up in view of the faulty building design of the institute;

(c) the reasons behind the fire;

(d) the extent of damage caused due to fire; and

(e) what preventive steps have been taken in this regard?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Yes, Sir. A fire incident has taken place in the rented premises of National Institute of Electronics and Information Technology (NIELIT), Chandigarh.

(b) NIELIT has reported that, the Estates Officer or Fire Department of Chandigarh Administration has not served any violation notice regarding faulty building to the NIELIT, Chandigarh Centre.

(c) The actual cause of fire has not yet been established.

(d) The loss due to fire is estimated by NIELET to be approximately to the tune of ₹ 5 crore to 7 crore.