the PCU of 80,000; it has to be established as an Expressway. But till such time it is approved by the appropriate authorities, I cannot assure it. For proper alignment, a Consultant has been asked to conduct a proper pre-feasible study.

मोबाइल सेवाओं की गुणवत्ता

*424. **श्रीमती प्रेमा करियप्पा:** क्या संचार और सूचना प्रौद्योगिकी मंत्री 24 नवम्बर, 2005 को राज्य सभा में अतारांकित प्रश्न सं॰ 143 के दिए गए उत्तर को देखेंगे और यह बताने की कृपा करेंगे कि:

(क) भारतीय दूरसंचार विनियामक प्राधिकरण (ट्राई) द्वारा 8 जुलाई, 2005 को जारी विनियम द्वारा सेवा की गुणवत्ता संबंधी संशोधित मानदंडों का ब्यौरा क्या है;

(ख) किन स्थानों पर सेवा की गुणवत्ता ट्राई द्वारा निर्धारित सेवा की गुणवत्ता संबंधी मानदण्डों से कम पाई गई है;

(ग) क्या बेस स्टेशन टावर (बीएसटी) की कमी के कारण उपभोक्ताओं को एस॰ एम॰ एस॰ समय पर नहीं मिल पाते हैं, विशेषकर त्योहारों के समय, किन्तु उनसे उनका भुगतान लिया जाता है; और

(घ) यदि हां, तो इस स्थिति को रोकने के लिए सरकार क्या कदम उठा रही है?

संचार और सूचना प्रौद्योगिकी मंत्री (श्री दयानिधि मारन): (क) से (घ) विवरण सभा पटल पर रख दिया गया है।

विवरण

(क) भारतीय दूरसंचार विनियामक प्राधिकरण (ट्राई) ने जुलाई, 2005 में जारी सेवा गुणवत्ता संबंधी विनियमों द्वारा सेल्युलर मोबाइल नेटवर्क की स्थितियों की मॉनीटरिंग के लिए कुछ नए पैरामीटर निर्धारित किए हैं। सेवा गुणवत्ता संबंधी अतिरिक्त पैरामीटरों तथा बुनियादी बेतार सेवा और सेल्युलर मोबाइल सेवा के लिए उनके बेंचमार्कों की सूची विवरण-1 में दी गई है (नीचे देखिए)

(ख) ट्राई सेवा प्रदाताओं द्वारा सेवा क्षेत्र के आधार पर प्रस्तुत तिमाही कार्य-निष्पादन मॉनीटरिंग रिपोर्टों के माध्यम से सेल्युलर मोबाइल सेवाओं की सेवा गुणवत्ता की निगरानी करता है। सेल्युलर मोबाइल सेवा के संबंध में तिमाही कार्य-निष्पादन मॉनीटरिंग रिपोर्टों (सितंबर, 2005 को समाप्त तिमाही) से यह पता चलता है कि सेवा प्रदाता कुछ सेवा क्षेत्रों में कुछ पैरामीटरों के लिए निर्धारित बेंचमार्कों को पूरा नहीं कर रहे हैं। सेल्युलर मोबाइल सेवा संबंधी तिमाही कार्य-निष्पादन मॉनीटरिंग

रिपोर्ट (सितम्बर, 2005 को समाप्त तिमाही) की एक प्रतिलिपि अनुबंध में है। [*See* Appendix 206 Annexure No. 15.]

(ग) एस० एम० एस० एक संग्रहण और अग्रेषण सेवा है। एस० एम० एस० भेजने की प्रक्रिया मोबाइल हैंडसेट से जुड़े कारणों जैसेकि जिस व्यक्ति को कॉल किया गया है उसके मोबाइल हैंडसेट का स्विच बंद होने या खराब होने या आउट ऑफ मेमोरी होने के कारण और नेटवर्क दशाओं जैसेकि नेटवर्क संकुलन, प्वाइंट ऑफ इंटरकनेक्शन (पीओआई) पर संकुलन आदि के कारण भी प्रभावित हो सकती है। त्योहारों के समय ट्रैफिक परिमाण (संदेशों की संख्या) काफी अधिक हो सकता है। ऐसी स्थिति में नेटवर्क द्वारा इतनी अधिक संख्या में ट्रैफिक को वहन न कर पाने के कारण एस० एम० एस० भेजने में कठिनाई हो सकती है। एस० एम० एस०के लिए प्रभार उन्हें संबंधित पार्टी को पहुँचाने (डिलीवरी) की शर्त पर आधारित नहीं होता। ग्राहकों से प्राप्त संदेश को भेजे जाने के समय ही उन पर प्रभार डाल दिया जाता है।

(घ) दूरसंचार सेवाओं के लिए प्रशुल्क ट्राई द्वारा विनियमित किए जाते हैं। ट्राई संबंधित व्यक्तियों तक एस० एम० एस० पहुँचाए बिना प्रभार डालने के मामले से अवगत है और इस विषय को 2 मई, 2005 को बिलिंग मामलों के संबंध में जारी किए गए परामर्श पत्र में शामिल किया गया है।

विवरण-I

सेवा गुणवत्ता संबंधी अतिरिक्त पैरामीटर बुनियादी बेतार और सेलयुलर मोबाइल सेवाओं के लिए

क्र० सं०	पैरामीटर	प्रस्तावित बेंचमार्क	जिस अवधि के दौरान औसत मान निकाला गया
1	2	3	4
1.	कॉल स्थापित करने की सफलता दर (लाइसेंसधारी के अपने स्वयं के नेटवर्क पर)	>95%	एक तिमाही
2.	अवरुद्ध कॉल दर	(i) एसडीसीसीएच संकुलन < 1% (ii) ओसीएच संकुलन < 2%	एक माह
3.	सेवा कवरेज	भवन के भीतर >=-75 (डीबीएम) वाहन के भीतर >=-85 (डीबीएम) भवन के बाहर-शहर में >=-95 (डीबीएम)	

1	2	3	4
4.	पीओआई संकुलन	<0.5%	एक तिमाही
5.	ग्राहक को सहायता पहुँचाने के लिए कार्य आरंभ करने में लगने वाला समय	(i) जिन कॉलों का उत्तर दिया गया उनकी प्रतिशतता (इलेक्ट्रानिक तकनीक द्वारा) 20 सेकंड के भीतर =80% 40 सेकंड के भीतर = 95% (ii) प्रचालक द्वारा उत्तरित कॉलों का प्रतिशत (वॉइस से वॉइस) 60 सेकंड के भीतर = 80% 90 सेकंड के भीतर = 95%	एक माह

एसडीसीसीएच = स्टैंड अलोन डेडिकेटेड कंट्रोल चैनल।

टीसीएच = ट्रैफिक चैनल।

पीओआई = प्वाइंट ऑफ इंटरकनेक्शन

Quality of mobile services

†*424. SHRIMATI PREMA CARIAPPA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to refer to answer to Unstarred Question 143 given in Rajya Sabha on the 24th November, 2005 and state.

(a) according to the regulations issued by the Telecom Regulatory Authority of India on 8th July, 2005, what are the revised criterions pertaining to the quality of service;

(b) on which locations quality of service was found below the quality standards fixed by TRAI for these services;

(c) whether due to paucity of Base Station Tower (BST) the subscribers do not receive SMSs on time especially on the eve of festivals, but they are charged for these services; and

(d) if so, what steps Government are taking to check this situation?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) to (d) A Statement is laid on the Table of the House.

†Original notice of the question was received in Hindi.

(a) Telecom Regulatory Authority (TRAI), through the Quality of Service (QoS) Regulation of July 2005, has prescribed some new parameters for monitoring of the Cellular Mobile network conditions. The list of additional QoS parameters along with their benchmarks for Basic wireless service and Cellular Mobile service is given in the Statement I (*See* below).

(b) The Quality of Service of Cellular Mobile services are monitored by TRAI through the Quarterly Performance Monitoring Reports submitted by the service providers on service area basis. The Quarterly Performance Monitoring Reports of Cellular Mobile Service (quarter ending September 2005), reveal that the service providers are not meeting the benchamarks for some of the parameters in some of the service areas. A copy of the Performance Monitoring Report of Cellular Mobile Service (quarter ending September 2005) is placed at Annexure.

[*See* Appendix 206 Annexure No. 15]

(c) SMS is a store and forward service. The delivery of SMS could be affected due to reasons related to mobile handset such as the mobile handset of the called party is switched off or is either out of service or out of memory and also due to network conditions such as network congestion, congestion at the Point of Interconnections (POIs) etc. During festival times the volume of traffic could be very large. In such situations the delivery of SMS could be affected, as the network may not support such large volume of traffic. The charging for SMS is not based on delivery of SMS. The customer is charged as and when the message is sent.

(d) Tariffs for telecom services are regulated by TRAI. TRAI is seized of the issue of charging for undelivered SMS and the same has been included in the consultation paper on Billing issues released on 2nd May 2005.

Statement—I

Additional QOS parameters for basic wireless and cellular mobile services

Sl. No.	Parameters	Proposed benchmarks	Averaged over a period of
1	2	3	4
1	Call set-up Success (within licensees own network)	>95%	One Quarter

1	2	3	4
2.	Blocked Call Rate	(i) SDCCH Congestion < 1% (ii) TCH Congestion <2 %	One Month
3.	Service Coverage	In door >=-75 dBm In-vehicle >=-85 dBm Out door- in city >=-95 dBm	
4.	POI Congestion	<0.5%	One month
5.	Response Time to the customer for Assistance	(i) % age of calls answered (electronically), within 20 seconds = 80 %, within 40 seconds = 95 % (ii) % of calls answered by operator (voice to voice) within 60 seconds = 80 % within 90 seconds = 95 %	One month

SDCCH - Standalone Dedicated Control Channel

TCH - Traffic Channel

POI - Point of Interconnection

SHRIMATI PREMA CARIAPPA: Sir, the hon. Minister has given a detailed reply to my question. I want to know this from him, through you, Sir. Now mobile phones are used more during emergencies and, to be specific, when there is a law and order problem such as riots, bandhs, bomb blasts, etc. It is this time when everybody wants to contact his or her near and dear ones. But it has been the experience of a majority of mobile phone users that during such times the phone network does not work resulting in the panic reaction of phone users. Sir this happened during the recent bomb blasts that took place in New Delhi in Sarojini Market and other two places. I would like to know from the hon. Minister what remedial measures the Government and phone companies are taking in this regard.

SHRI DAYANIDHI MARAN: Sir, the hon. Member has asked a very valid question. It is a fact that it is part of the technology that the exchanges can handle a certain capacity, especially in the case of mobile phone, the BTS towers. Each tower can handle a capacity of one thousand subscribers; sometimes up to six hundred subscribers. In case of emergency, when everybody starts using phones, only six hundred people or one thousand people, depending upon the capacity of the tower, can use it. Remaining people will not be able to use it. This is the technology. This is what is

available now. This is what is specific throughout the world. If the technology changes, we will be able to implement it. At this moment, we have to agree with it.

SHRIMATI PREMA CARIAPPA: Sir, my second supplementary is this. These days, television networks are telecasting quiz and other programmes in which viewers are requested to send SMS and vote for the contestants and also for sending their replies to win prizes. The rate of such SMS is very high by the telephone networks in connivance with TV channels. What action the Government and the TRAI are taking to prevent telecom companies from pleasing their customers, namely, the mobile users?

SHRI DAYANIDHI MARAN: Sir, this definitely does not relate to this particular question. But I will get back to the hon. Member on this.

SHRI DINESH TRIVEDI: Sir, my question is in two parts. One is that in the statement, the hon. Minister has accepted that the service does not meet the benchmark in terms of quality. Sir, there are service providers who take the licence of particular areas, but they don't provide service in that particular areas because may be it is not profitable for them. So, my question is: what is the Minister going to do about those people who have taken the licence but not providing the service? Secondly, there are a lot of complaints on billing. What is the Minister going to do about these complaints on billing? Sir, today, in cell phones, like the good old days, we are having cross connections, and we are having wrong numbers. I think we are reaching a stage where we are going back to the good old days.

SHRI DAYANIDHI MARAN: Sir, basically, I should say that our telecom sector is growing. Today, we have added so many lines, especially in the mobile sector. Today, we are having more than 10 crore of telephone lines in our country. This sector is still in its infant stage. At this stage, every operator, including the Government PSUs, is installing and adding more new lines. Sir, in fact, to say about our telecom growth, just April this year, we achieved a figure of ten crores. Sir to our surprise, the good news is that by December, we will be adding another 2.5 crores; nearly 25 per cent of that by December! This is the way our telecom sector is growing. Sir, it is a continuous process. ...*(Interruptions)*...

SHRI DINESH TRIVEDI: What about your billing? ...*(Interruptions)*... Sir, he didn't answer about billing. ...*(Interruptions)*...

SHRI DAYANIDHI MARAN: I have not completed. ...*(Interruptions)*...

SHRI DINESH TRIVEDI: Sir, even MTNL is very bad. MTNL which is provided to the Parliamentarians just doesn't work. Cell phone doesn't work at all. *...(Interruptions)...*

MR. CHAIRMAN: Let him speak. *...(Interruptions)...* Let him speak. *...(Interruptions)...*

SHRI DINESH TRIVEDI: Sir, this needs to be discussed. *...(Interruptions)...* Sir, it is all for publicity. This needs to be discussed here *...(Interruptions)...* Sir, the phones provided to the MPs do not work. *...(Interruptions)...*

MR. CHAIRMAN: Please take your seat. *...(Interruptions)...*

SHRI DAYANIDHI MARAN: Sir, in my answer, I have given a list of the quality of service which is prescribed by TRAI. Sir, in fact, our telecom operators have been performing very well. Sir, there are specific complaints. In fact, in the answer which I have given, it is given how many days are taken for the complaints to be answered. *...(Interruptions)...* Sir, if there is any specific complaint, they can approach me. *...(Interruptions)...* Sir, I think the statement contains all the answers. If there are any specific complaints, they can send them to me.

SHRI DWIJENDRA NATH SHARMAH: Sir, during the Budget Session, in the month of March last year, I had raised a question on BSNL mobile service and the Minister replied that within two or three months, this mobile service in Guwahati and Assam will improve. He also assured that he would be visiting Assam immediately. Now, even after calling ten times from Delhi, you cannot get a connection in Guwahati. May I know from the hon. Minister by which date this cellular mobile service in Assam, particularly to Guwahati will improve? *...(Interruptions)...*

SHRI DAYANIDHI MARAN: Sir, the hon. Member has asked a question. I will get back to him specifically. I will write to him.

श्री मूल चन्द मीणा: चेयरमैन सर, मोबाइल सेवा की गुणवत्ता और मोबाइल सेवा के विकास के संम्बन्ध में मंत्री जी का वक्तव्य है। आपने मोबाइल सेवा की लाइन विस्तार के लिए नॉर्टेल नाम की कंपनी को इंस्ट्रूमेंट की सप्लाई का आदेश दिया था, उस कंपनी ने इंस्ट्रूमेंट की सप्लाई में देरी कर दी है, जिसके कारण मोबाइल सेवा का प्रसार नहीं हो रहा है। मैं मंत्री जी से यह जानना चाहूँगा कि आप उस कंपनी के खिलाफ क्या कारंवाई कर रहे हैं? वह कंपनी कब तक इंस्ट्रूमेंट की सप्लाई करेगी, यदि वह कंपनी सप्लाई नहीं करती है, तो क्या इसके लिए वे कोई दूसरी व्यवस्था करेंगे?

SHRI DAYANIDHI MARAN: Sir, the hon. Member asked a very valid question. Yes, Sir it is a fact that Nortel which is supplying equipment for

Southern and Eastern Zones is going slow. Sir, they have supplied the equipment; but they are having a problem in rollout. Sir, I have spoken to those authorities and they have promised to complete by March next year.

SHRI JAIRAM RAMESH: Sir, I would like to ask from the hon. Minister a question which relates to the expansion of telecom infrastructure in uncovered areas. He is sitting on Rs.8,000 crores which have been collected in the last four years precisely for expanding telephony in rural and backward areas in the Eastern, Central and North-eastern parts of the country. Why is he not able to spend this money?

SHRI DAYANIDHI MARAN: Sir, the hon. Member has asked a question which is not related to this question. ....*(Interruptions)*... Sir, even then, I would like to answer. ...*(Interruptions)*... Sir, BSNL is in the process of ...*(Interruptions)*... I am answering even though it is not related.

SHRI DAYANIDHI MARAN: Sir, the BSNL is in the process of finalising a major order of 60 million lines. The process takes time, it is an open process, I think, they will be issuing the tender by January next year.

श्री एस॰एस॰ अहलुवालिया: सभापति महोदय, क्वैश्चन के पार्ट "सी" में बेस स्टेशन टॉवर की कमी के बारे में उल्लेख किया गया है। महोदय, संसद सदस्यों को "डॉल्फिन" का कनेक्शन दिया गया है, परंतु पार्लियामेंट एरिया में भी इन का बेस स्टेशन टॉवर कमजोर होने के कारण डॉल्फिन का फोन काम नहीं करता जब कि यहां "हच" और "एअरटेल" के फोन काम करते हैं। अभी किसी सदस्य ने "एमटीएनएल" मायने "मेरा टेलिफोन नहीं लगता" और "बीएसएनएल" मायने "भाई साहब नहीं लगेगा" बताया। आज इन का यह नाम पड़ गया है। ऐसी स्थिति में क्या आप इस में सुधार करेंगे, कृपया बताने का कष्ट करें?

SHRI DAYANIDHI MARAN: The hon. Member has asked a very specific question. But I am quite surprised why the hon. Member has not brought this issue to my notice. If he had brought this issue to my notice, I would have definitely looked into it ...*(Interruptions)*... But I will definitely look into it and get back to him...*(Interruptions)*...

SHRI S.S. AHLUWALIA: Don't say this. I have written a letter...*(Interruptions)*... I have written a letter to the MTNL Chairman...*(Interruptions)*...I have written several letters...*(Interruptions)*...

SHRI C. RAMACHANDRAIAH: Mr. Minister, every subscriber wants to lodge a complaint with you...*(Interruptions)*...

SHRI SITARAM YECHURY: Sir, through you, I would like to ask one clarification from the hon. Minister. Is it a fact that the BSNL is being discouraged from erecting new towers so that you can favour the private operators? Is that the reason why the Government has not started taking any steps? ...*(Interruptions)*...

SHRI DAYANIDHI MARAN: Sir, whatever has been mentioned by the hon. Member, is not ture. It is not a fact. The BSNL is still in the process. In fact, as I have mentioned several times in this House, all the private operators started their service way-back in 1994. The BSNL started its service only in 2002. In three years' time, the BSNL has been given a remarkable service. In this financial year, we are adding 14 million lines, and we are now in the process...*(Interruptions)*... The reason is that everyone wants a BSNL Phone because the tarrif plan is very transparent, very categorical and very cheap...*(Interruptions)*... That is the reason why there is a demand for the BSNL telephones...*(Interruptions)*...

कोल-विदेश द्वारा कोयला निकाला जाना

*425. श्री रवि शंकर प्रसाद:††
श्री राम जेठमलानी:

क्या प्रधान मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या यह सच है कि सरकार द्वारा विदेशों में कोयला खानों की खरीद आदि के लिये कोल-विदेश नाम से एक संस्था का गठन किया गया था;

(ख) यदि हां, तो यह संस्था कब गठित की गयी थी, तथा इसमें कार्य करने के लिए श्रेणीवार कितने लोग नियुक्त किये गये; और

(ग) इस संस्था द्वारा अक्तूबर, 2005 तक कितनी कोयला खानों की विदेशों में खरीद की गई?

कोयला मंत्रालय में राज्य मंत्री (डा. दसारी नारायण राव): (क) और (ख) जी, नहीं। तथापि, कोल इंडिया लिमिटेड (सी.आई.एल.) ने विदेशों में कोयला परिसम्पत्तियां प्राप्त करने के लिए "कोल विदेश" लिमिटेड नामक एक नयी सहायक कंपनी स्थापित करने का प्रस्ताव किया है।

(ग) विदेशों में कोई कोयला खान अभी तक नहीं खरीदी गई है।

††सभा में यह प्रश्न श्री रवि शंकर प्रसाद द्वारा पूछा गया।