

Poor quality service by telecom operators

3057. SHRIMATI JAYA BACHCHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether Government has taken note of the poor quality of service being provided by telecom operators;
- (b) whether Government has taken any initiative to ensure quality of service by telecom operators, if so, the details thereof; and
- (c) if not, the reasons therefor?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Quality of service being provided by Telecom Operators is monitored by Telecom Regulatory Authority of India (TRAI). As per the performance monitoring report for quarter ending 30/9/2014, all the service providers are, in general, complying with the Quality of service (QoS) benchmarks prescribed by TRAI.

- (b) For ensuring quality of service, the following steps are taken by TRAI:-
 - (i.) TRAI has been closely monitoring the performance of service providers against the quality of service benchmarks through Performance Monitoring Reports.
 - (ii.) TRAI is also having regular interactions with service providers for improving quality of service.
 - (iii.) TRAI has engaged independent agencies for auditing and assessing quality of service, and surveys are being done regularly through independent agencies to assess the Customer Perception of Service. The results of the audit and assessment of quality of service and surveys are published for the information of all stakeholders.
 - (iv.) TRAI is imposing financial disincentive on service providers for failure to comply with the quality of service benchmarks.
- (c) Does not arise in view of (b) above.

BSNL call drop complaints

3058. DR. R. LAKSHMANAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that State owned telecom service provider BSNL is receiving call drop complaints from its consumers;

(b) if so, the details of complaints received, particularly from Tamil Nadu circle; and

(c) the steps taken by Government to arrest call drop complaints?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) In general, the Global System for Mobile communication (GSM) based Cellular Mobile Service being provided by Bharat Sanchar Nigam Limited is working satisfactorily in its Licensed Service Areas and also meeting the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI). However, BSNL has been receiving a few call drop complaints from its consumers.

(b) Circle-wise complaints of Call Drop received during the period 01.04.2014 to 30.11.2014 in the BSNL Licensed Service Areas is enclosed at Statement-I (*See below*). Call drop complaints received during the period 01.04.2014 to 30.11.2014 in various SSAs in Tamilnadu circle is enclosed at Statement-II (*See below*).

(c) In order to improve the Quality of Service (QoS), BSNL is taking following steps:

- (i) augmentation of its mobile network progressively so as to enhance coverage capacity.
- (ii) optimizing its network continuously, and
- (iii) ensuring maximum uptime to reduce the possibility of call drops.

Statement-I

Circle-wise details of Complaints of Call Drop during the Current Year (i.e. 01.04.2014 to 30.11.2014)

Sl. No.	Circle	No. of call drop complaints received during the current year (i.e. 1.4.2014-30.11.2014)
1	2	3
1.	Andaman and Nicobar Islands	14
2.	Andhra Pradesh	388
3.	Assam	96
4.	Bihar	308

1	2	3
5.	Chhatisgarh	306
6.	Gujarat	3365
7.	Haryana	1291
8.	Himachal Pradesh	510
9.	Jammu and Kashmir	395
10.	Jharkhand	68
11.	Karnataka	572
12.	Kerala	431
13.	Madhya Pradesh	1232
14.	Maharashtra	1936
15.	North East-I	28
16.	North-East-II	25
17.	Odisha	3745
18.	Punjab	904
19.	Rajasthan	1093
20.	Tamilnadu	262
21.	U.P. (East)	858
22.	U. P. (West)	690
23.	Uttarakhand	156
24.	West Bengal	303
25.	Calcutta Telephones	316
26.	Chennai Telephones	48

Statement-II

*SSA-wise details of Complaints of Call Drop during the Current Year
(i.e. 01.04.2014 to 30.11.2014) in Tamil Nadu Telecom Circle*

SI. No.	Name of SSA	No. of call drop complaints received during the current year (i.e. 1.4.2014-30.11.2014)
1	2	3
1.	Coimbatore	28
2.	Coonoor/Nilgiris	2

1	2	3
3.	Cuddalore	12
4.	Dharmapuri	7
5.	Erode	4
6.	Karaikudi	5
7.	Kumbakonam	7
8.	Madurai	41
9.	Nagercoil	4
10.	Puducherry	1
11.	Salem	20
12.	Thanjavur	14
13.	Tirunelveli	17
14.	Trichy	18
15.	Tuticorin	5
16.	Vellore	60
17.	Virudhunagar	17
TOTAL		262

Shortage of BSNL towers and cable thefts

†3059. DR. BHUSHAN LAL JANGDE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether consumers are forced to opt other networks due to shortage of BSNL towers and tampering and theft of its cable;

(b) whether customers are not getting benefit due to lack of credibility of BSNL owing to invasion of private networks and connivance of Government officers and employees; and

(c) whether Government is going to take any effective measure by taking strong steps in view of (a) and (b)?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (c) Bharat Sanchar Nigam

†Original notice of the question was received in Hindi.