- Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.
- Migration of legacy telephone exchanges network to Internet Protocol (IP) based New Generation Network (NGN) exchanges in collaboration with C-DOT.

In addition, BSNL and MTNL are taking various steps to improve their mobile network. The details of these steps are as follows:

- Monitoring of the Fault Repair Service System.
- Deployment of modern and state of art CDR (Call Detail Record) based Billing and Customer care system.
- Establishment of Customer Service Centres at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.
- Replacement of weak batteries and power plants to improve network uptime
- Regular Radio Frequency (RF) optimization tests.

Radiation tags on cell phones

2627. SHRI BAISHNAB PARIDA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that cell phones will now carry radiation tags;

(b) if so, the details thereof;

(c) whether Government has proposed certain legally binding emission limit on such sets; and

(d) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (d) The Government has issued instructions dated 25.01.2012 and 17.08.2012 to mobile handset manufacturers that Specific Absorption Rate (SAR), which is an indicator of radiation emitted by the mobile handset, should be displayed on their handsets like International Mobile Equipment Identity (IMEI) by pressing the code sequence *#07#. SAR value of mobile phones shall be limited to 1.6 Watt/Kg averaged over a mass of 1 gram of human tissue.

Services provided by BSNL and MTNL

2628. SHRI RAVI PRAKASH VERMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether frequent call drops, poor connectivity and slow broadband connectivity

is being witnessed all over the country, particularly in services provided by BSNL and MTNL;

(b) whether survey conducted by the TRAI has failed to notice call drops, poor connectivity and slow broadband connectivity;

(c) if so, the details thereof; and

(d) the steps taken by Government to improve the services particularly provided by BSNL and MTNL?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Telecom Regulatory Authority of India (TRAI) monitors quality of service (QoS) against the prescribed QoS service standards, through Performance Monitoring Reports (PMRs) submitted by service providers for the License Service Area as a whole.

As per the performance monitoring report for mobile telephone service for the quarter ending December, 2014 for 2G services, the service providers are generally meeting the benchmark for the QoS parameters.

TRAI has observed non-compliance of benchmark largely in respect of certain network related parameters such as worst affected cells more than 3% TCH drop (call drop) rate, BTS (Base Transceiver Station) accumulated downtime (not available for service) and connection with good voice quality in service areas in the East Zone.

MTNL is meeting the benchmark for all the QoS parameters in Delhi and Mumbai service areas, except for the parameter "closure of service" in Mumbai service area.

BSNL is also, in general, meeting the benchmarks for the network related parameters for its 2G services. Non-compliance with the benchmarks is mostly observed in service areas in the East Zone.

As per PMR for the quarter ending December, 2014, the service providers are generally complying with benchmarks for the QoS parameters for 3G services.

TRAI has observed non compliance for 3G services mostly in respect of the parameters like worst affected cells more than 3% TCH drop (call drop)/circuit switched voice drop rate and worst affected Node B's due to downtime in the East Zone and Jammu and Kashmir.

MTNL is meeting the benchmark for all the parameters in both Delhi and Mumbai service areas for 3G services. BSNL is also, generally, meeting the benchmarks for the network related parameters for its 3G services. However, TRAI has observed non- compliance with the benchmarks in the East Zone.

(b) and (c) TRAI has conducted customer satisfaction survey during the period from June, 2014 to November, 2014 through independent agencies for the assessment of quality of service being provided by the telecom service providers in the service areas of Assam, Kolkata, Odisha, Delhi, Punjab, Haryana, Rajasthan, Madhya Pradesh and Gujarat in respect of basic telephone (wireline) service, mobile service and broadband service.

As per TRAI's Survey Report on Quality of Service, the satisfaction of the customers were assessed on a scale of 1 to 7, where a score of 4 to 7 denotes levels of customer satisfaction and score below 4 is considered as customer dissatisfaction. However, the survey reveals that the satisfaction level varies from service area to service area and from service provider to service provider.

Wherever the QoS benchmarks are not met, TRAI imposes financial disincentives on service providers for failure to comply with the benchmarks.

(d) BSNL and MTNL are in financial losses and facing declining revenues from loss of market share and increasing expenditure. MTNL has been unable to invest in expansion/modernization of its network due to financial constraint. BSNL has been unable to invest in expansion of its network over the period 2008-2012. Other reasons like power supply problem, disruptions due to cable cuts arising from road development works, breakdown of cables due to old legacy network of basic service, cable theft etc. are also affecting the services of BSNL and MTNL. One of the main reason for decline in mobile connections is inadequate investment leading to network coverage issues.

BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen its network and focus on customer care and service delivery to improve quality of service.

The investment projects being undertaken by BSNL include:

- Augmentation of its mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of ₹ 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.
- Replacement of the entire network of wireline local exchanges by Internet Protocol (IP) enabled exchanges and deployment of Next Generation Network (NGN) equipment based on the latest architecture gradually to replace entire legacy telephone exchanges at an estimated cost of ₹ 600 crores.
- Migration of entire C-DOT (Centre for Development of Telematics) legacy telephone exchanges with technology solutions being developed by C-DOT

at an estimated cost of ₹ 350 crores for which MoU (Memorandum of Understanding) has been signed between C-DOT and BSNL.

- Government has assigned the work of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of ₹ 3567.58 crores.
- Government has assigned the work of providing mobile connectivity to uncovered villages in Arunachal Pradesh and two districts of Assam to BSNL on nomination basis at an estimated cost of ₹ 1975.38 crores.

The new projects of MTNL are:

- Augmentation of mobile network to enhance coverage and capacity by adding 1080 3G sites and 800 2G sites in Delhi and 1080 3G sites and 566 2G sites in Mumbai. The packet core capacity (Data handling capacity of network) will be upgraded to 10 Gbps in Delhi and Mumbai.
- Augmentation of Microwave (M/W) backhaul network to support the enhanced speed.
- Migration of legacy telephone exchanges network to internet protocol (IP) based New Generation Network (NGN) exchanges in collaboration with C-DOT.

In addition, BSNL and MTNL are taking various steps to improve their mobile network. The details of these steps are as follows:

- Monitoring of the Fault Repair Service System.
- Deployment of modern and state of art CDR (Call Detail Record) based Billing and Customer care system.
- Establishment of Customer Service Centres at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.
- Replacement of weak batteries and power plants to improve network uptime
- Regular Radio Frequency (RF) optimization tests.

Fast track courts

2629. SHRI DEVENDER GOUD T.: Will the Minister of LAW AND JUSTICE be pleased to state:

(a) the number of Fast Track Courts (FTCs) set up in year 2000, State-wise;

(b) whether it is a fact that at the behest of Supreme Court FTCs were extended up to 2011;