

reserve price of ₹ 3104 crore per MHz for CDMA Spectrum, which is 15 per cent more than the rate it had proposed earlier, if so, the details thereof;

(b) whether the Ministry had sent back TRAI's proposals on 900 and 1800 MHz bands on which TRAI had reiterated its earlier stand on all proposals; and

(c) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) The Telecom Regulatory Authority of India (TRAI), in its recommendations dated 22nd February 2014 on Reserve Price for Auction of Spectrum in the 800 MHz band, recommended Pan India Reserve Price as ₹ 2685 crores per MHz and in its reconsidered recommendations dated 27th November 2014, TRAI has recommended Pan India Reserve Price as ₹ 3104 crores per MHz for auction of spectrum in 800 MHz.

(b) and (c) TRAI was requested to provide clarifications / reconsidered recommendations on some of the issues on its Recommendations on Valuation and Reserve price of Spectrum: Licences Expiring in 2015-2016 dated 15.10.2014 in accordance with the provisions of section 11 of the TRAI Act 1997, as amended in 2000. The TRAI in its response dated 24.11.2014 reiterated its earlier recommendations.

Complaints regarding services of public sector telecom companies

550. DR. PRABHAKAR KORE : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that public sector telecom companies have failed to provide quality services to its consumers with increasing number of consumers complaining about frequent call drops, poor connectivity and less than promised broadband speed; and

(b) if so, the steps taken by Government to ensure the quality of services to its consumers and the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) The telecom services in the country are provided by public sector companies that are Mahanagar Telephone Nigam Limited (MTNL) & Bharat Sanchar Nigam Limited (BSNL). As per Telecom Regulatory

Authority of India (TRAI), Quality of Services (QoS) Performance Monitoring Reports for Quarter Ending (QE), December, 2014, MTNL is meeting Quality of Service (QoS) benchmark prescribed for mobile services. BSNL, too, in general, is meeting the Quality of Service (QoS) benchmark prescribed for mobile services. However, non-compliance in respect of benchmark for network related parameters has been observed in Assam, Bihar, Kolkata, North East (NE) & West Bengal (WB) service areas.

MTNL & BSNL are meeting the TRAI's Quality of Service(QoS) benchmark prescribed for the Parameters Broadband Connection Speed Available (download) in respect of broadband services provided by them.

(b) For ensuring Quality of Service (QoS) to consumers, Telecom Regulatory Authority of India (TRAI) has been closely monitoring the performance of service providers against the quality of service benchmark through Performance Monitoring Reports. Telecom Regulatory Authority of India (TRAI) is also having regular interactions with service providers for improving quality of service. Further, Telecom Regulatory Authority of India (TRAI) has engaged independent agencies for auditing and assessing quality of service and survey 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 being published for the information of stakeholders. Telecom Regulatory Authority of India (TRAI) has also been imposing financial disincentive on service providers for failure to comply with the quality of service benchmarks.

3G spectrum pricing issue

551. DR. PRADEEP KUMAR BALMUCHU : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government is planning to put forth the 3G spectrum pricing issue, if so, the details thereof;

(b) whether it is a fact that there is a disagreement between telecom company owners and Government over the prices of 3G spectrum, if so, the reasons therefor; and

(c) the method being adopted by Government to resolve this problem?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) to (c) The Government, after considering the Telecom Regulatory Authority of India (TRAI) recommendations