

(b) whether telecom companies are paying compensation to consumers for call drop, as per the rules imposed and if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) Through the Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 dated 16.10.2015, TRAI has mandated that with effect from 01.01.2016, every originating service provider providing Cellular Mobile Telephone Service shall, for each call drop within its network;

- (i) Credit the account of the calling consumer by one rupee, provided that such credit in the account of the calling consumer shall be limited to three dropped calls in a day (00:00:00 hours to 23:59:59 hours);
- (ii) Provide the calling consumer, through SMS/USSD message, within four hours of the occurrence of call drop, the details of amount credited in this account; and
- (iii) In case of post-paid consumers, provide the details of the credit in the next bill.

Subsequently, a writ petition W.P. (C) 11596 of 2015 titled as "Cellular Operators Association of India & Ors. *Vs* TRAI" has been filed in the Hon'ble High Court of Delhi on 09.12.2015 challenging the Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 dated 16.10.2015. The Petition has been dismissed by the Hon'ble High Court of Delhi on 29.02.2016.

Poor BSNL connectivity in Uttarakhand

†1034. SHRI MAHENDRA SINGH MAHRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the reasons for BSNL signals not reaching the consumers of Uttarakhand whereas the signals of the private mobile operators are easily reaching their consumers;

(b) whether this is happening due to the technology available with BSNL being outdated;

(c) if so, the difficulties being faced by Government in making available new technology to BSNL, the details thereof; and

(d) by when these problems are expected to be addressed?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (d) Telecom Regulatory Authority of India

†Original notice of the question was received in Hindi.

(TRAI) monitors the performance of Telecom Service Providers (TSPs) including Bharat Sanchar Nigam Limited (BSNL) against the Quality of Service (QoS) parameters prescribed by it. As per Performance Monitoring Report for the quarter ending December, 2015, for cellular mobile telephone services (2G & 3G), BSNL's performance is meeting all the network related parameters in Uttar Pradesh (West) telecom circle which includes Uttarakhand State also.

The mobile technology being used by BSNL is latest and up to mark. BSNL has reported that signals in its mobile network are reaching to subscribers living in Urban as well as Rural areas both. Sometimes there are coverage problems which happen due to topographical conditions in hilly areas. BSNL continuously make surveys and studies and wherever the signals are found weak, new mobile BTS (Base Transceiver Station) is planned. BSNL augments mobile network continuously to enhance coverage/capacity based on its techno-economical considerations.

Skill development in telecom sector

1035. SHRI D. KUPENDRA REDDY: Will the Minister of COMMUNICATIONS and INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Ministry has taken any steps towards skill development in telecom sector of the country, if so, the details thereof;
- (b) the details of the existing educational infrastructure for imparting skill development in the sector; and
- (c) the initiatives taken/being taken by the Ministry to make India's telecom sector world-class?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Yes Sir, the Ministry has taken steps towards skill development in Telecom Sector and are detailed below:

- (i) A Memorandum of Understanding has been signed between DOT and Ministry of Skill Development and Entrepreneurship (MSDE) to strengthen strategic partnership in the field of Skill Development in Telecom Sector by utilizing resources of DOT, its PSUs, TSSC (Telecom Sector Skill Council), NSDC (National Skill Development Corporation) etc.
- (ii) A Skill Gap study was conducted to assess the manpower requirement at different skill and expertise levels to identify the relevant needs of the Telecom Sector and prepare a roadmap