

Sl. No.	Project	Expected time of completion
	Development of Core application platform, development of MGNREGS application and expansion of already existing e-MO application for RICT hardware devices.	

Installation of mobile towers in Sialkal range in Champhai, Mizoram

2998. SHRI RONALD SAPA TLAU: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether mobile telephone services in Mizoram are suffering due to call drops of various mobile service providers, if so, the details of action taken to rectify the same;
- (b) whether more mobile towers need to be installed in the backward Sialkal range in Champhai district to compensate for the lack of good surface communication; and
- (c) the details of action plan of BSNL and Government to install more mobile towers in Sialkal range, especially in the border areas in and around Mimbung and Teikhang villages, if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (c) Sir, as per provisions of the Telecom Regulatory Authority of India (TRAI) Act, 1997, TRAI prescribes Quality of Service (QoS) norms and monitors the performance of cellular mobile service providers, against the norms for the various parameters laid down by it through QoS Regulations, through performance monitoring reports submitted by service providers for the licensed service area. For the purpose of Telecom Service license, the state of Mizoram is a part of the North East service area. QoS is monitored by TRAI service-area-wise *i.e.* for the entire North East service area and separate monitoring of QoS parameters for the State of Mizoram is not done. As such, it is not possible to assess as to whether mobile telephone services in Mizoram are suffering due to call drops of various mobile service providers.

As per the performance monitoring reports for the quarter ending March 2016, submitted by the service providers for 2G and 3G Services, it is seen that in the North East service area the non-compliance with benchmark for call drop is observed only in the 2G & 3G network of M/s Bharat Sanchar Nigam Limited (BSNL) for the parameter "call drop rate/Circuit Switch Voice drop rate" and "worst affected cells having more than 3 per cent Traffic Channel (TCH) drop rate" and also in the 3G network of M/s Aircel for parameter, "worst affected cells having more than 3 per cent TCH drop rate".

TRAI has been pursuing with service providers for improving Quality of Service and in this regard regular interactions are held with the service providers. The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers, for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

In order to improve the QoS and to provide the uninterrupted mobile services to the customers, BSNL has taken following steps:

- (i) BSNL is augmenting its mobile network progressively so as to enhance coverage capacity, and to further improve the Quality of Service. 32 new towers have been installed by BSNL in Mizoram under Phase VII Project.
- (ii) To strengthen the mobile coverage in BSNL network, BSNL is adding new BTSs under phase VII+ project subject to techno commercial viability.
- (iii) BSNL is also optimizing its network continuously for its performance.
- (iv) BSNL continuously surveys the area of poor signaling and take necessary corrective remedial measures to settle the issue of call drop.
- (v) BSNL as part of regular activity is conducting independent tests/ audit of the network for all cities and towns and takes remedial corrective action to improve the network.

BSNL has planned five new mobile towers in the Sialkal range and a new 7 GHz Microwave system between Aizawl and Champhai via Hliappui for improvement of media at Champhai district to provide mobile coverage in the area including Teikhang and Mimbung villages.

For provision of mobile coverage along National Highways as well as in uncovered inhabited villages and strengthening the telecom network connectivity in the North-Eastern Region (NER), the Government has approved a proposal for implementation of a comprehensive telecom development plan for the NER at an estimated cost of approximately Rupees 5336 crore to be funded by Universal Service Obligation (USO) Fund, which includes telecom development in the State of Mizoram also. The telecom development plan component for the State of Mizoram includes provision of mobile coverage in 252 identified uncovered inhabited villages by installation of about 227 mobile towers, 19 mobile tower sites along the National Highways and strengthening of transmission network at an estimated cost of ₹ 282.48 crore. Under the said plan, in Champhai District, 10 mobile

towers have been planned to provide mobile coverage in 12 villages namely Khankawn, Thekpui, Thekte, Buang, Bungzung, Khuangleng, Lianpui, Sazep, Sesih, Tlangpui, Vangchhia and Vanzau.

Meeting with CEOs of telecom companies

2999. SHRI V. VIJAYASAI REDDY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government has held a meeting with the CEOs of all telecom companies on 25 July, 2016;

(b) the major issues that Government had asked the CEOs to address urgently to help telecom users;

(c) whether Government has stressed that customer satisfaction must be given top priority by telecom companies;

(d) how does Government propose to ensure that telecom companies implement this assurance on customer satisfaction;

(e) whether steps will be taken to set up Telecom Grievance Offices in every State; and

(f) if not, how can customers air their grievances before an impartial body?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (c) Yes, Sir. The major issues discussed in the said meeting are:

(i) expansion of network and services as per committed targets;

(ii) addressing the issue of call drop by improved planning and deploying new technological tools, increase in number of sites, optimization and real time monitoring;

(iii) improvement in Quality of Service of voice calls and customer experience;

(iv) sharing of active infrastructure at much larger scale to improve services and also improving aesthetic aspect;

(v) proliferation of data services, etc.

(d) As per provisions in the Telecom Regulatory Authority of India (TRAI) Act, 1997, TRAI has laid down the Quality of Service (QoS) norms for assessing the performance of TSPs and to protect the interest of consumers. TRAI undertakes assessment for compliance to the QoS norms by following means: