

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:

- (1) Quarterly Reports, on self-declaration basis from the service providers;
- (2) Independent Service Drive-tests on sample basis in different cities at different intervals; and
- (3) Assessing customer perception of service through surveys.

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.

(e) and (f) At present, there is no plan to set up Telecom Grievance Offices in every State. TRAI has laid down the framework for redressal of complaints by service providers through "The Telecom Consumer Complaint Redressal Regulations, 2012." These regulations provide for a two tier complaint redressal mechanism viz. Complaint Centre and Appellate Authority. The complaint centre shall have a toll free consumer care number for lodging complaints and service requests. The service providers can also have a general information number at its complaint centre for information/enquiry. The IVRS (Interactive Voice Response System) access on this number is free but the service providers can charge nominal tariff for speaking to consumer care agent. The consumers can also lodge appeal with the Appellate Authority through the toll free consumer care number.

In addition to the above, the customers can also register their grievances through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal of Government of India.

Market share of BSNL

3000. SHRI DILIP KUMAR TIRKEY: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the market share of BSNL in telecom business;
 - (b) whether BSNL's market share has been growing or sliding down in the last five years;
 - (c) the details of present market share of various telecom companies in the country;
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