

1	2	3	4	5	6
21.	Uttar Pradesh (West)	58468777	411371	58880148	5.48%
22.	West Bengal	51855763	339664	52195427	4.86%
TOTAL		1049742127	24494601	1074236728	100.00%

Complaint against MTNL mobile services

3417. SHRIMATI SASIKALA PUSHPA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that complaints regarding poor network connectivity, weak signal, frequent call drop, poor internet services received from subscribers of MTNL mobile services (Dolphin) particularly from subscribers who are residing in Government accommodation in various areas of New Delhi are not attended to properly by the concerned authorities; and

(b) if so, the details of complaints received through various modes including *1503@bol.net.in* and *shhelpline@gmail.com* and the steps taken to rectify the problems?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Mahanagar Telephone Nigam Limited (MTNL) has informed that complaints regarding poor network connectivity, weak signal, frequent call drop, poor internet services received from subscribers were attended and resolved within the time-frame prescribed by Telecom Regulatory Authority of India (TRAI). The month-wise details of network performance report for 2G and 3G Base Transceiver Station (BTS) for 2016 (upto September, 2016) is given in Statement-I and II, respectively (*See* below).

(b) MTNL has informed that complaints received through *1503@bol.net.in* are booked in complaint handling system and forwarded to respective unit for redressal. Total network complaints received in call centre year-wise are given below:

Year	Weak/low signal complaints	Call drop complaints	Total complaints
2015-16	31589	3922	35511
2016-17 (upto October, 2016)	18648	2175	20823

To reduce the complaints and increase the coverage, MTNL Delhi is expanding its network by adding 1080 number of Node-B (3G) Base Transceiver Station (BTS) to improve its service.

Statement

Details of network performance report for cellular services of MTNL (2G) – (from 31.01.16 to 30.09.16) – Monthly

A. MTNL Delhi - (2G)

Parameters	BTS accumulation downtime (not available for service) (%age)	Worst affected BTSs due to downtime (%)	Call Set up Success Rate (within licensee's own network)	SDDCH/ Paging Chl. Congestion (%age)	TCH congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate	%age of connection with good voice quality	Point of Interconnection (POI) Congestion
TRAI Targets	≤2%	≤2%	≥95%	≤1%	≤2%	≤2%	≤3%	≥95%	≤0.5%
Jan., 16	0.12%	0.09%	96.78%	0.44%	1.77%	1.82%	2.58%	97.05%	0
Feb., 16	0.12%	0.36%	96.76%	0.42%	1.77%	1.83%	2.54%	97.24%	0
March, 16	0.10%	0.18%	96.83%	0.53%	1.78%	1.80%	2.49%	97.32%	0
April, 16	0.09%	0.09%	97.23%	0.58%	1.77%	1.77%	2.48%	97.40%	0
May, 16	0.16%	0.36%	97.03%	0.57%	1.77%	1.79%	2.53%	97.51%	0
June, 16	0.10%	0.09%	96.98%	0.62%	1.77%	1.80%	2.59%	97.33%	0
July, 16	0.12%	0.0%	96.85%	0.54%	1.68%	1.80%	2.53%	97.28%	0
Aug., 16	0.13%	0.45%	96.77%	0.54%	1.71%	1.77%	2.54%	97.16%	0
Sep., 16	0.11%	0.18%	96.86%	0.60%	1.75%	1.79%	2.51%	97.14%	0

B. MTNL Mumbai - (2G)

Parameters	BTS accumulation downtime (not available for service) (% age)	Worst affected BTSs due to downtime (%)	Call Set up Success Rate (within licensee's own network)	SDDCH/ Paging Chl. Congestion (%age)	TCH congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate	%age of connection with good voice quality	Point of Interconnection (POI) Congestion
TRAI Targets	≤2%	≤2%	≥95%	≤1%	≤2%	≤2%	≤3%	≥95%	≤0.5%
Jan., 16	0.57%	1.22%	98.60%	0.55%	0.10%	1.50%	2.29%	95.65%	0
Feb., 16	0.51%	1.01%	98.09%	0.35%	0.09%	1.53%	1.96%	96.61%	0
March, 16	0.52%	1.01%	98.32%	0.30%	0.07%	1.51%	2.06%	96.62%	0
April, 16	0.66%	1.12%	98.13%	0.26%	0.13%	1.47%	1.99%	96.64%	0
May, 16	0.74%	1.01%	98.37%	0.22%	0.10%	1.41%	1.99%	96.83%	0
June, 16	0.84%	1.22%	97.98%	0.40%	0.12%	1.59%	2.04%	96.53%	0
July, 16	0.89%	1.12%	98.07%	0.37%	0.14%	1.68%	2.14%	96.48%	0
Aug., 16	0.76%	1.22%	97.89%	0.37%	0.11%	1.53%	2.34%	96.50%	0
Sep., 16	0.61%	1.12%	97.70%	0.35%	0.16%	1.57%	1.98%	96.58%	0

Statement-II*Details of month-wise Network performance Report (3G)***A. MTNL DELHI**

Parameters	Node Bs accumulation downtime (not available for service) (%age)	Worst affected Node Bs due to downtime (%)	Call Set up Success Rate (within licencee's own network)	RRC Congestion (%age)	CS RAB congestion (%age)	CSV Call Drop Rate (%age),	Worst affected cells having more than 3% Circuit Switched Voice drop rate	CSV quality	Point of Interconnection (POI) Congestion
TRAI Targets	≤2%	≤2%	≥95%	≤1%	≤2%	≤2%	≤3%	≥95%	≤0.5%
Jan., 16	0.5%	1.4%	96.44%	0.8%	1.7%	1.5%	1.9%	96.3%	0
Feb., 16	0.5%	0.9%	97.13%	0.8%	1.5%	1.6%	1.7%	96.3%	0
March, 16	0.4%	1.2%	96.12%	0.7%	1.4%	1.2%	1.9%	95.3%	0
April, 16	0.37%	0.4%	98.23%	0.4%	1.3%	1.1%	1.2%	96.3%	0
May, 16	0.14%	0.6%	97.35%	0.6%	1.6%	1.8%	1.6%	96.3%	0
June, 16	0.13%	0.9%	96.85%	0.7%	1.6%	1.7%	2.1%	96.3%	0
July, 16	0.1%	1.0%	96.72%	0.6%	1.7%	1.7%	2.0%	96.3%	0
Aug., 16	0.1%	1.0%	96.72%	0.6%	1.7%	1.7%	2.0%	96.3%	0
Sep., 16	0.1%	0.7%	97.12%	0.6%	1.6%	1.7%	2.2%	96.3%	0

B. MTNL MUMBAI

Parameters	Node Bs accumulation downtime (not available for service) (%age)	Worst affected Node Bs due to downtime (%)	Call Set up Success Rate (within licencee's own network)	RRC Congestion (%age)	CS RAB congestion (%age)	CSV Call Drop Rate (%age)	Worst affected cells having more than 3% Circuit Switched Voice drop rate	CSV quality	Point of Interconnection (POI) Congestion
TRAI Targets	≤2%	≤2%	≥95%	≤1%	≤2%	≤2%	≤3%	≥95%	≤0.5%
Jan., 16	0.40%	1.20%	96.40%	0.8%	0.2%	1.5%	2.7%	98.92%	0
Feb., 16	0.50%	1.20%	96.50%	0.8%	0.3%	1.8%	2.7%	98.91%	0
March, 16	0.50%	1.00%	97.50%	0.7%	0.3%	1.8%	2.7%	98.92%	0
April, 16	0.7%	1.3%	96.7%	0.7%	0.4%	1.7%	2.8%	98.91%	0
May, 16	0.80%	1.30%	96.80%	0.60%	0.3%	1.50%	2.8%	98.91%	0
June, 16	0.90%	1.50%	96.40%	0.80%	0.4%	1.60%	2.5%	98.87%	0
July, 16	0.70%	1.20%	96.40%	0.7	0.3%	1.70%	2.8%	98.84%	0
Aug., 16	0.60%	1.00%	96.60%	0.7%	0.5%	1.7%	2.7%	98.87%	0
Sep., 16	0.60%	1.30%	97.20%	0.4%	0.2%	1.5%	2.8%	98.90%	0