

Sl. No.	Name of the sites	State/UT
99.	Indian Museum, Kolkata	West Bengal
100.	Botanical Gardens, Kolkata	West Bengal

Submission of report by telecom operators on call failures

1187. SHRI K. R. ARJUNAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Telecom Regulatory Authority of India (TRAI) will ask all telecom operators to submit reports on the number of call failures on their network on a daily basis;

(b) whether TRAI has made it clear that the call failures at the point of inter-connectivity should be less than 0.5 per cent; and

(c) whether it is a fact that there are allegations that operators were not cooperating amongst themselves to provide adequate number of inter-connect points for calls originating from their respective networks, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (c) The Telecom Regulatory Authority of India (TRAI) has not asked the Telecom Service Providers (TSPs) to furnish reports on the number of call failures; however, on 03.10.2016, TRAI has asked some TSPs, namely, M/s Reliance Jio Infocomm Limited, M/s Bharti Airtel Limited, M/s Idea Cellular Limited, M/s Telenor (India) Communications Limited and M/s Vodafone India Limited to furnish the information on traffic and congestion on Point of Interconnections (POIs) on daily basis.

The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated the 20th March, 2009 issued by TRAI prescribe benchmarks for Point of Interconnection (POI) congestion (on individual POI), which should be less than or equal to 0.5% averaged over a period of one month. In order to protect the interest of the consumers, TRAI has directed all TSPs on 7th October, 2016 to comply with the same as well as the terms and conditions of their respective licenses.

M/s Reliance Jio Infocomm Limited (RJIL) has periodically informed all the existing TSPs about the congestion between the networks and requested the existing TSPs to take immediate action for augmentation of POIs as per their demand so that they can meet the Quality of Service (QoS) norms. Subsequently, M/s RJIL has represented to the TRAI as well as Department of Telecommunications (DoT) that some TSPs are not providing adequate POI, which is leading to congestion, call failures in

RJIL's network and is severely hampering their services and requested to direct the concerned TSPs to provide requisite number of additional POIs to remove congestion.

TRAI has taken several steps to ensure adequacy of POIs like holding meetings with the TSPs, issue of Show Cause Notices, Direction, and Recommendations etc.

In the meeting with CMD (Chairman and Managing Director)/CEO (Chief Executive Officer) of the TSPs held on 08.11.2016, the Government has directed the TSPs to resolve the issues within the existing regulatory framework.

BSNL network in Samastipur

†1188. SHRI RAM NATH THAKUR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Government has formulated several schemes to improve the communication system and whether any improvement has been noticed in the services of BSNL so far, if so, the details thereof; and

(b) how Government is planning to improve the BSNL network in Samastipur district of Bihar, which is often out of order, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Bharat Sanchar Nigam Limited (BSNL) is providing telecom services in its licensed service areas and is meeting benchmarks of most of the QoS parameters prescribed by Telecom Regulatory Authority of India (TRAI) in respect of Landline/Broadband service, whereas meeting benchmarks of all the TRAI's QoS parameters for Mobile service.

To improve the communication system in the country BSNL has taken following steps:—

A. Augmentation of GSM Mobile network capacity:

Phase VIII: Formulation of next GSM expansion project:—

(a) Phase VIII.1: Induction and integration of Wi-Fi Hotspot/LTE (4G) with existing GSM /UMTS network.

(b) Phase VIII.2: Strengthening of Data Network

Under this the following work is in progress:

- IPfication of Node Bs has increased to 83%, and a clear road map has been chalked out for remaining 17% and is being worked out accordingly.

† Original notice of the question was received in Hindi.