

Statement***Details of financial dismentives imposed for non-compliance
with the benchmarks***

Service Provider	Details of Financial Disincentive Imposed (in ₹)			
	September 2018	December 2018	March 2019	June 2019
Airtel	3,00,000	17,50,000	3,00,000	10,50,000
BSNL	5,50,000	8,00,000	16,00,000	18,00,000
RJIO	1,00,000	1,50,000	4,00,000	
TTS(M)L	3,00,000		21,00,000	13,50,000
TTSL	18,50,000			
VIL - IDEA	22,50,000	7,50,000	15,50,000	19,50,000
VIL - Vodafone	7,50,000	28,00,000	41,00,000	34,50,000

Poor mobile connectivity of MTNL and BSNL

†2729. SHRIMATI KANTA KARDAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government has taken cognizance of the poor mobile connectivity and other services being provided by Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in different parts of the country;

(b) if so, the reaction of Government thereto;

(c) whether Government has formulated any institutional mechanism and system to redress the complaints registered against BSNL and MTNL in relation to degradation in their services; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI DHOTRE SANJAY SHAMRAO): (a) and (b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service Providers (TSPs)

†Original notice of the question was received in Hindi.

including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI through QoS regulations issued from time to time. This monitoring of performance on QoS parameters is done through quarterly Performance Monitoring Reports (PMRs) and the performance is assessed for the service area as a whole.

As per PMR issued by TRAI for the quarter ending September 2019, BSNL and MTNL are meeting all the benchmarks for basic (wireline), cellular mobile and broadband services in all of their Licensed Service Areas (LSAs), except for the parameter for call drops in West Bengal LSA by BSNL.

(c) and (d) TRAI has laid down the framework for redressal of complaints of telecom consumers through "Telecom Consumers Complaints Redressal Regulations, 2012" as amended from time to time. The Regulation provides for a two tier complaint redressal mechanism of Complaint Centre and Appellate Authority, to be run by all the TSPs including BSNL/MTNL. This mechanism is already in place with BSNL and MTNL. Telecom consumers who are not satisfied with the grievance redressal mechanism of the TSPs, can also lodge their grievances to Department of Telecommunications (DoT) either online through Public Grievance portal of Government of India (CPGRAMS) or offline through phone, fax, by post etc.

Quality of mobile services

2730. SHRI S. MUTHUKARUPPAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that mobile operators have added many millions of subscribers during the year 2018-19;

(b) whether it is also a fact that the growth in mobile subscriptions has been constant during the last two years;

(c) whether it is also a fact that despite taking several measures, the quality in mobile services has not picked up and the subscribers continue to face call drops and signals related problems; and

(d) if so, the steps further proposed to be taken up by Government in this regard?