

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:978
ANSWERED ON:09.03.2005
QUALITY SERVICE BY TELEPHONE COMPANIES
Yadav Shri Parasnath

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether all telephone companies are not able to provide quality service to their customers specially in the case of Cellular Mobile Service;
- (b) if so, the details thereof;
- (c) whether the Telecom Regulatory Authority of India (TRAI) has issued any guidelines regarding providing quality service to its customers;
- (d) if so, the details thereof;
- (e) whether the Government is aware that telephone companies are not following the above guidelines; and
- (f) if so, the steps taken or proposed to be taken to provide quality service to the customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b): The performance monitoring reports of the mobile service providers for the quarter ended December, 2004, showed that some of the operators have not met the benchmarks prescribed for certain parameters. The quality of service performance report of the mobile operators for quarter ended December, 2004 is given in Annexure.

(c) & (d): TRAI, through a regulation has prescribed the quality of service benchmarks for a number of key parameters for basic and cellular services in the year 2000 and the same has been published in the Gazette of India on 14-07-2000.

(e) & (f): TRAI has been continuously monitoring the performance of the Basic and Cellular mobile service providers vis-À-vis the benchmarks for various parameters. TRAI also had meetings with the Senior Management of mobile operators with regard to deficiency in quality of service noticed in the reports for quarter ending June and September, 2004. The operators reported that due to rapid growth in the subscriber base, there were some deficiency in their network and they are in the process of augmenting their networks. TRAI is currently reviewing the QoS parameters for which, a consultation paper has already been released. The paper has suggested to include certain new parameters for measuring the quality of service. Government telecom operators viz. BSNL and MTNL are constantly optimizing their mobile network and continuously striving to ensure performance as per the Quality of Service parameters prescribed by TRAI.

ANNEXURE

Details QoS Parameters for Cellular Services as reported by CMSPs for the quarter ending 31st March 2004

Sl. Operators with No. Circles	Fault incidence & Repair	Network Performance	Billing complaints
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- (i)
- (ii)
- (iii)
- (i)
- (ii)
- (iii)
- (iv)
- (i)
- (ii)
- (iii)

No. of faults cleared within 24 hrs (per 100 subscribers)

Accumulated down time of communication network

Call Success Rate (with in license own)

Service Drop Access Rate with good voice quality

Call Connection Rate with in weeks

% of Complaints per 100 bills issued within 4 weeks

% of complaints resolved from the date of resolution

Period of all refunds/payments due to customers

as in (ii) above.

(I) 'A' Circle	<1	100%	<24 Hrs	>99%	9 to	<3%	<95%	<.1%	100%	<4 weeks
20Sec										
1 BPL, MH	1.72%	59.00%	53.42	99.92%	5 Sec	1.45	98.25%	0.10%	100.00	28 Days
Hrs		%		%						
2 IDEA Cellular, MH	0.00%	100.00%	105.43	96.59%	13.58	1.22	98.54%	0.07%	100.00	30 Days
Hrs					Sec	%		%		
3 BSNL, MH	1.63%	31.00%	50	86.10%	2.37	1.43	NA	2.00%	95.00%	28 Days
Sec		%	Hrs							
4 Bharti Cellular, MH & Goa	0.60%	100.00%	22.34	99.17%	9.43	1.09	95.85%	0.43%	100.00	28 Days
Hrs					Sec	%		%		
5 Fascal - Hutch GJ	0.00%	100.00%	74.45	99.99%	14.54	1.40	96.70%	0.00%	100.00	25 Days
Hrs					Sec	%		%		
6 IDEA Cellular, GJ	0.00%	100.00%	3.45	99.00%	13.96	1.14	97.90%	0.06%	100.00	28 Days
Hrs					Sec	%		%		
7 BSNL, GJ	1.50%	99.06%	NIL	99.01%	2.08	1.18	NA	0.02%	100.00	14 Days
Sec		%								
8 Bharti Cellular, GJ	0.01%	100.00%	18.62	99.23%	16.53	1.09	96.95%	0.04%	100.00	14 Days
Hrs					Sec	%		%		
9 IDEA Cellular, AP	0.00%	100.00%	15.18	99.97%	9.52	1.80	96.45%	0.08%	100.00	2 Days
Hrs					Sec	%		%		
10 Bharti Mobile, AP	0.05%	100.00%	11	99.01%	15.77	1.21	98.45%	0.07%	100.00	30 Days
Hrs					Sec	%		%		
11 BSNL, AP	0.10%	94.91%	0	98.00%	6	1.76%	98.00%	0.08%	83.00%	28 Days
Hrs					Sec					
12 Hutchison Essar, AP	1.00%	95.00%	24	90.68%	5	1.17	94.00%	0.04%	100.00	28 Days
Hrs					Sec			%		
13 Bharti Mobile, KTK	0.04%	100.00%	10.53	99.06%	10	1.80	95.60%	0.02%	100.00	28 Days
Hrs					Sec			%		
14 Spice Comm., KTK	0.20%	100.00%	4.01	99.60%	9	1.32	98.30%	0.10%	100.00	14 Days
Hrs					Sec			%		
15 BSNL, KTK	0.60%	100.00%	7	86.84%	9	1.24	96.00%	1.00%	100.00	14 Days
Hrs		%			Sec					
16 Hutchison Essar, KTK	0.05%	99.00%	82	97.50%	3.48	1.10	98.22%	0.15%	100.00	2 Days
Hrs					Sec	%		%		
17 BPL Cellular, TN	0.16%	100.00%	20.24	99.10%	9.23	1.27	99.24%	0.10%	100.00	28 Days
Hrs					Sec	%		%		
18 Aircel, TN	0.01%	100.00%	12.02	99.08%	14.52	1.72	95.70%	0.10%	100.00	45 Days
Hrs		%			Sec					
19 BSNL, TN	1.60%	97.05%	NIL	87.52%	10.47	1.17	97.80%	1.24%	100.00	14 Days
Sec		%								
20 Bharti Cellular, TN	0.10%	100.00%	21	99.06%	15.62	1.32	97.69%	0.08%	100.00	4 Days
Hrs					Sec	%		%		

(II) B` Circle

21 Escotel Mobile, KR	0.27	100.00%	1.14	99.94%	14	1.30	97.50%	0.12%	100.00	28
Hrs					Sec			%	Days	
22 BPL Cellular, KR	0.00	100.00%	6.13	99.07%	8.89	1.16	100.00	0.00%	100.00	28
Hrs					Sec	%		%	Days	
23 BSNL, KR	1.80	94.00%	99.36	87.21%	17.28	1.54	87.00%	NA	85.00%	30
Hrs					Days					
24 Bharti Cellular, KR	0.12	100.00%	18	99.01%	18.26	1.78	99.30%	0.10%	100.00	4
Hrs					Sec	%		%	Days	
25 Spice Comm., PB	0.25	98.60%	0	98.50%	7	1.25	97.50%	0.02%	100.00	1 Day
Hrs					Sec			%		
26 Bharti Mobile, PB	0.03	100.00%	4.1	99.20%	10	1.50	99.60%	0.07%	100.00	1 Day
Hrs					Sec			%		
27 BSNL, PB	0.00	95.08%	545	98.00%	4.8	0.67	91.00%	2.69%	95.42%	98%
Hrs					Sec					
28 Escotel Mobile,	0.21	100.00%	14.15	99.72%	15	1.31	99.11%	0.05%	100.00	28

HR	%	Hrs	%	% Days		
29 Aircel	0.02	99.80%	29.26	99.72%	8.7 1.83 99.80%	0.26% 78.00% 8
Digilink, HR	%	Hrs	%	Sec	%	Days
30 BSNL, HR	0.60	99.63%	17	Hrs 95.20%	5.6 2.86 97.25%	0.19% 100.00 21
%	Sec	%	% Days			
31 Bharti	0.08	100.00%	4.2	Hrs 99.30%	9 Sec 1.60 99.70%	0.07% 100.00 1 Day
Cellular, HR	%	%	%	%	%	%
32 Escotel Mobile, UP(W)	0.10	100.00%	11.23	99.50%	12.7 1.27 95.95%	0.29% 100.00 28
%	Hrs	%	Sec	%	% Days	
33 BSNL, UP(W)	1.00	85.00%	NA	100.00	17.38 2.69 98.50%	0.24% 100.00 NA
%	Sec	%	%	%	%	
34 Bharti	0.75	100.00%	18.4	99.42%	12 Sec 1.84 96.40%	0.09% 100.00 28
Cellular, UP(W)	%	Hrs	%	%	% Days	
35 Aircel						
Digilink, UP(E)						
36 BSNL, UP(E)	0.60	99.17%	3	Hrs 96.00%	4 Sec 2.73 94.00%	0.08% 100.00 NA
%	%	%	%	%	%	
37 Aircel	0.01	52.00%	89.3	100.00	8.7 1.76 97.53%	0.07% 100.00 16
Digilink, RJ	%	Hrs	%	Sec	%	Days
38 Hexacom, RJ	1.09	67.52%	87.4	98.10%	6 Sec 1.45 92.02%	0.03% 100.00 1 Day
%	Hrs	%	%	%	%	
39 BSNL, RJ	0.60	92.35%	8.86	98.51%	5.38 1.65 93.37%	0.65% 92.92% 28
%	Hrs	%	%	%	Days	
40 IDEA Cellular, MP	0.20	98.50%	43.2	99.07%	12.32 1.13 97.95%	0.85% 100.00 28
%	Hrs	%	Sec	%	% Days	
41 Reliance, MP	0.01	100.00%	17.36	100.00	8.73 2.75 96.96%	0.04% 100.00 1 Day
%	Hrs	%	%	%	%	
42 BSNL, MP	1.20	96.48%	NA	94.41%	2.59 1.29 99.00%	0.06% 100.00 28
%	Sec	%	%	%	Days	
43 Bharti	0.00	100.00%	.5	Hrs 99.91%	13.44 0.83 99.03%	0.09% 100.00 14
Cellular, MP	%	%	%	Sec	%	Days
44 Reliance, WB	1.01	100.00%	21.42	99.00%	9.26 2.66 97.92%	0.00% NA NA
%	Hrs	%	%	%	%	
45 BSNL, WB	0.90	100.00%	Nil	99.15%	5.66 2.73 98.65%	0.00% 100.00 Nil
%	Sec	%	%	%	%	

(III) C` Circle

46 Bharti Telenet, HP	0.06	100.00%	4.4	Hrs 99.04%	10 Sec 1.65 99.80%	0.06% 100.00 1 Day
%	%	%	%	%	%	
47 Reliance, HP	0.12	100.00%	21.15	100.00	7.55 1.96 99.09%	0.00% 100.00 10
%	Hrs	%	%	%	% Days	
48 BSNL, HP	1.10	77.58%	Nil	85.85%	6.1 3.24 91.40%	0.19% 100.00 NIL
%	Sec	%	%	%	%	
49 Reliance, BR	0.02	100.00%	53.74	99.00%	8.64 2.02 95.67%	0.00% 100.00 7
%	Hrs	%	%	%	% Days	
50 BSNL, BR	0.06	85.30%	9	Hrs 97.27%	7.27 1.40 92.95%	0.09% 99.90% 28
%	Sec	%	%	%	Days	
51 Reliance, ORISSA	0.14	100.00%	11.10	99.72%	8.44 2.27 97.20%	0.00% 100.00 NA
%	Hrs	%	%	%	%	
52 BSNL, ORISSA	0.36	89.96%	100.87	82.25%	7 Sec 2.47 96.00%	0.70% 100.00 NIL
%	Hrs	%	%	%	%	
53 Reliance, AS	0.00	100.00%	Nil	99.00%	9.86 2.08 96.85%	0.08% 100.00 NA
%	Sec	%	%	%	%	
54 BSNL, J&K	0.70	NA	16	Hrs 48.00%	16 Sec 2.30 96.00%	0.12% 100.00 NA
%	%	%	%	%	%	
55 Reliance, NE	0.00	100.00%	0	99.00%	9.5 1.33 99.02%	0.02% 100.00 2
%	Sec	%	%	%	% Days	

(IV) METRO

56 Bharti Cellular, Delhi	0.34	100.00%	0	99.32%	12 Sec 1.87 96.13%	0.10% 100.00 28
%	%	%	%	%	%	Days
57 Hutchison Essar, Delhi	1.00	100.00%	0	99.98%	10 Sec 1.38 95.25%	0.03% 100.00 28
%	%	%	%	%	%	Days
58 MTNL, Delhi	0.18	98.00%	0	98.20%	13 Sec 1.01 99.00%	0.10% 100.00 28
%	%	%	%	%	%	Days
59 IDEA Cellular, Delhi	0.15	98.77%	0	99.98%	7 Sec 1.30 97.06%	0.20% 100.00 30
%	%	%	%	%	%	Days
60 BPL Mobile, Mumbai	0.32	100.00%	4.03	94.82%	16.5 1.64 98.80%	0.10% 100.00 40
%	Hrs	%	%	%	%	Days
61 Hutchison Max, Mumbai	0.32	100.00%	24	Hrs 100.00	10 Sec 1.56 96.85%	0.00% 100.00 28
%	%	%	%	%	%	Days
62 MTNL, Mumbai	0.01	100.00%	0	98.50%	11.66 1.62 97.33%	0.01% 99.33% 42
%	%	%	%	%	%	

	%	Sec	%		Days		%		%		
63 Bharti Cellular, Mumbai	0.40	100.00%	0	99.10%	9 Sec	1.48	97.00%	0.08%	100.00	25	% Days
64 Aircel Cellular Ltd, Chennai	0.22	100.00%	3.4	Hrs 10.00%	14.5	1.44	95.10%	0.40%	100.00	28	% Days
65 Bharti Mobinet, Chennai	0.06	99.00%	0	99.50%	11.2	0.89	96.28%	0.10%	100.00	4	% Days
66 Hutchison Essar, Chennai	1.00	100.00%	0	100.00%	9.2	0.73	98.60%	3.70%	92.00%	30	% Days
67 Bharti Mobinet, Kolkata	0.46	100.00%	0	99.66%	15 Sec	1.59	97.13%	0.10%	100.00	28	% Days
68 Hutchison, Kolkata	0.02	100.00%	8.98	99.75%	17 Sec	0.97	96.36%	0.10%	100.00	28	% Days
69 BSNL, Kolkata	4.60	86.63%	0	98.44%	7 Sec	1.56	98.36%	0.50%	100.00	NIL	% Days
70 BSNL, Chennai	0.52	100.00%	Nil	98.61%	12.2	0.54	100.00	0.77%	98.00%	14	% Days

ANNEXURE - II

Number of telephones surrendered in MTNL during the last 3 years

Telephone surrendered

Year	Delhi	Mumbai
2001-02	41,140	1,02,402
2002-03	46,218	1,04,387
2003-04	1,90,592	1,86,650