

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

UNSTARRED QUESTION NO:3036

ANSWERED ON:13.12.2006

MAKING TRAI EFFECTIVE

Badiga Shri Ramakrishna;Patel Shri Jivabhai Ambalal;Singh Shri Rakesh;Yadav Shri Giridhari

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) has expressed dissatisfaction over the quality of telecom services being provided in the country;
- (b) if so, the details thereof;
- (c) whether the TRAI has issued any guidelines in this regard;
- (d) if so, the details in this regard;
- (e) whether the TRAI has any executive powers to impose penalty on the erring companies providing unsatisfactory service to the consumers;
- (f) if so, the details thereof alongwith the companies against which such penalty has been imposed till date; and
- (g) the steps taken by the Government to make the TRAI more effective?

Answer

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

(a) Yes, Sir.

(b) TRAI monitors the performance of basic and cellular mobile service providers against the quality of service benchmarks notified in the Regulations dated 5th July, 2000 and dated 1st July, 2005, through quarterly performance monitoring reports obtained from telecom operators. TRAI also monitors the congestion at the point of interconnection

(POI) through monthly congestion reports.

TRAI has also engaged an Independent Agency to undertake an Objective assessment of the Quality of Service and a Customer Satisfaction Survey of Basic and Cellular Mobile Service. Through the reports provided by telecom operators and the Independent Agency, TRAI is closely monitoring the Quality of Service provided by telecom operators.

Monitoring of POI congestion through monthly reports revealed increase in the number of places having POI congestion and also the degree of congestion at the POIs at a number of places has been alarming. TRAI had been expressing its concerns over this increasing congestion at the POIs.

Being deeply concerned about the continuous deterioration in POI congestion and also the service providers not meeting the QoS benchmarks, TRAI had issued a direction on 29th November, 2005 to all Cellular Mobile Service Providers to ensure, by 31st December, 2005, that the quality of service parameters, including the level of POI congestion, in its network should be strictly within the benchmark laid down by the Authority. On analysing the Performance Monitoring Report of the cellular mobile operators for the quarter ending December, 2005, it was revealed that while there has been some improvement in meeting the QoS benchmarks, there has been increasing congestion at the POIs. The Authority, therefore, decided to issue show cause notices to those operators in whose network the number of POI having congestion above the benchmark have increased and accordingly issued show cause notices to six mobile operators on 6th March, 2006. These operators have since moved TDSAT against the show cause notices.

(c) Yes, Sir.

(d) TRAI has laid down Quality of Service standards for telecom services through the following Regulations:

(i) Regulation on Quality of Service of Basic and Cellular Mobile Telephone Service, 2000 (2 of 2000) on 5th July, 2000, which has been revised through the Regulation on Quality of Service of Basic and Cellular Mobile Telephone Service, 2000 dated 1st July, 2005.

(ii) Regulation on `Quality of Service of Broadband Service Regulations 2006` (11 of 2006) dated 6th October, 2006.

(iii)Regulation on Quality of Service Dial-up and Leased Line Internet Access, 2001

(4 of 2001) dated 10th December, 2001.

(iv)Regulation on Quality of Service (Code of Practice for Metering and Billing Accuracy), 2006 on 21st March, 2006 to bring standardization and transparency in the procedures being followed by various operators.

(e)No, Sir.

(f)Does not arise in view of (e) above.

(g)TRAI Act, 1997 was amended in 2000 and its adjudicatory functions were separated from regulatory function. As a result, Telecom Disputes Settlement and Appellate Tribunal

(TDSAT) was created to adjudicate disputes, dispose of appeals and to protect the interest of service providers and consumers of telecom sector to enable TRAI to effectively discharge its duties in respect of regulation of telecom sector.