

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

UNSTARRED QUESTION NO:1659
ANSWERED ON:08.03.2010
IMPROVEMENT IN QUALITY OF MOBILE SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether mobile telephone services in the rural areas of the country especially in Uttar Pradesh is quite unsatisfactory and poor;
- (b) if so, the reaction of the Government thereto; and
- (c) the steps taken by the Government to improve the mobile telephone services in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) Madam, TRAI monitors the performance of the service providers against the Quality of Service (QoS) benchmarks laid down by TRAI through the quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted by the service providers for License Service Area as a whole. No separate information is available for rural areas. The performance monitoring report submitted by service providers for the service areas Uttar Pradesh (E) and Uttar Pradesh (W) for quarter ending September 2009 is given in Annexure. It is seen that the service providers are generally meeting the benchmarks.

(c) BSNL is augmenting its mobile network progressively so as to enhance coverage, capacity and to further improve the QoS. BSNL is optimizing its network continuously for its performance. Alternate arrangements of Power supply through Diesel Generator Sets have been made almost at all sites.