

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

STARRED QUESTION NO:90

ANSWERED ON:14.07.2014

TELECOM GROWTH

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

- (a) whether the services being rendered by the Government-run telecom agencies are not satisfactory due to poor connectivity;
- (b) if so, the details thereof and the steps taken by the Government to address the issue;
- (c) whether the Government proposes to prepare a strategic plan to steer the telecom sector's growth in terms of services and manufacturing into the next phase in the country; and
- (d) if so, the details thereof including the key areas likely to be addressed for efficient management?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS

(a) TO (d) OF LOK SABHA STARRED QUESTION NO. 90 FOR 14TH JULY, 2014 REGARDING "TELECOM GROWTH"

(a) & (b) Government is conscious of the deficient services including poor connectivity of the mobile network of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL). Government is committed to improve the Quality of Service (QoS) of mobile services of Government Public Sector Undertakings by addressing problems in connectivity and service delivery.

Quality of Service (QoS) parameters are prescribed by the Telecom Regulatory Authority of India (TRAI). While BSNL and MTNL meet the benchmark parameters in general, the services of BSNL and MTNL are below the benchmark levels for certain parameters in certain areas. The deficiencies in QoS parameters are on account of network performance, customer service delivery, congestion, inadequate network coverage etc.

BSNL and MTNL are actively engaged in preparing a revival plan for improvement in quality of services, addressing legacy issues and expansion of network coverage.

BSNL and MTNL have reported that they are augmenting their mobile network progressively to enhance coverage capacity through installation of additional Base Transceiver Stations (BTSs) for 2G and 3G services in their Licensed Service Areas (LSAs) including rural and urban areas. They are also optimizing their network continuously for improvement in performance.

(c) & (d) Government is preparing a plan of action for the growth of the telecom sector including manufacturing and service provision. The details are being finalized.