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Title: Regarding poor mobile network of MTNL in Delhi Circle

SHRI ADHIR RANJAN CHOWDHURY (BAHARAMPUR): Madam, I would like to draw the attention of the concerned Ministry to the services of MTNL. Its services have been deteriorating from bad to worse with each passing day. MTNL was established decades ago with the objective of providing tele services along with IT-enabled services at an affordable price. However, the subscribers of MTNL are now switching over to other service operators, thanks to the poor quality of services provided by MTNL.

The TRAI monitors various telecom services through quarterly performance monitoring reports. The key findings of an operator assisted drive test of MTNL network in Delhi, which was conducted by an independent agency (TUV-SUD South Asia Private Limited) engaged by TRAI to audit and assess the quality of service during the quarter ending March, 2014 revealed that the performance of MTNL remained non-complied in respect of all the prime network parameters namely Blocked Call Rate, Call Drop Rate, Good Voice Quality and call set up success rate in most parts of South, North and East Delhi.

In case of Indoor Drive Test, MTNL could not meet the benchmark for the parameter 'Good Voice Quality' and their performance level in February, 2014 was pegged at 88.36 per cent; and in March 2014 it stood at 91.16 per cent. So, the parameter with respect to 'Voice Quality' remains a major area of concern.

As Members of Parliament we all are using MTNL services and are experiencing bitter quality of services provided by MTNL. MTNL should keep itself abreast with modern technological innovations in order to keep its pace intact, otherwise it will be great loss for this Government organisation MTNL.