

**Press Information Bureau
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Poor Mobile Network of BSNL and MTNL

The subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) sometimes face problems with regard to the Quality of Service (QoS). However, BSNL and MTNL are, in general, meeting the QoS benchmarks prescribed by Telecom Regulatory Authority (TRAI) and a large number of basic as well as mobile telephone subscribers of the BSNL and the MTNL are not switching over to private players due to poor mobile network and unsatisfactory telecom service in various states. In case of Mobile, only 0.6% of total subscribers have ported out (net) of BSNL till June 2012 whereas in case of MTNL, this figure is 1.79%.

The number of complaints received by BSNL and MTNL for poor mobile network coverage during the last three years and the current year, circle-wise is given in the Annexure.

Telecom Regulatory Authority of India (TRAI) has been monitoring Quality of Service (QoS) of various telecom services through quarterly performance monitoring reports. The performance against the parameter of mobile coverage is assessed through drive tests. An operator assisted drive test of BSNL network in select cities and of MTNL network in Delhi and Mumbai was conducted by the Independent agency engaged by TRAI to audit and assess the quality of service during the quarter ending March 2012. It is seen from these reports that though the service coverage in most of these places is not 100%, the performance of BSNL and MTNL is comparable to the service coverage provided by other service providers.

TRAI has been taking various steps to ensure Quality of Service by the service providers. Some of these steps are as follows:

- TRAI has been monitoring the performance of Service Providers against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, Point of Interconnection (POI) congestion is also being monitored on monthly basis.
- TRAI also undertakes objective assessment of the Quality of Service of Basic, Cellular and Broadband Services through independent agencies. A customer satisfaction survey is also conducted quarterly through these agencies. The results of these audit and survey are being widely published for public/Stakeholders knowledge.
- TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks

This was stated by Shri Milind Deora, the minister of State in the Ministry of Communication and Information Technology in response to a question in Lok Sabha today.

Annexure

S. No.	Name of circle	No. of complaints received for poor mobile network coverage			
		2009-10	2010-11	2011-12	2012-13 (upto June 2012)
	BSNL				
1.	Andaman & Nicobar	552	406	415	30

2.	Andhra Pradesh	2812	4712	6139	2081
3.	Assam	4236	2555	802	270
4.	Bihar	28	25	30	19
5.	Gujarat	N/A	30813	60907	33765
6.	Haryana	N/A	2155	9267	1942
7.	Himachal Pradesh	2004	4903	3780	1643
8.	J & K	80	631	402	305
9.	Jharkhand	27	49	42	20
10.	Karnataka	5458	7886	8654	2456
11.	Kerala	684	699	566	260
12.	Maharashtra	92495	69263	50551	30478
13.	M P including Chhatisgarh	40673	30856	13044	4012
14.	North East-I	N/A	N/A	54	26
15.	North East-II	25	30	20	11
16.	Odisha	2786	2986	2665	1299
17.	Punjab	397	486	493	204
18.	Rajasthan	N/A	N/A	2004	571
19.	Tamil Nadu	13968	6137	5313	2595
20.	UP (E)	N/A	13000	12819	9788
21.	UP (W)	N/A	6196	4357	2038
22.	Uttaranchal	N/A	1914	1810	496
23.	West Bengal	699	775	155	11
24.	Chennai Telephones	10800	5299	782	989
25.	Kolkata Telephones	2412	4864	2733	1300
-	MTNL				
-	Delhi	91199	82867	21520	4912
-	Mumbai	N/A	11317	26923	6878

BK/AT