GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO.1817
TO BE ANSWERED ON 28TH DECEMBER, 2018

QUALITY OF SERVICES PROVIDED BY BSNL AND MTNL

1817. SHRI HISHEY LACHUNGPA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government is aware that the services of BSNL and MTNL have deteriorated badly in the last few years, with the quality of services, voice calls, internet connection performance, process of disconnection and connection of telephones, both mobile and landline, are at an all-time low as compared to the private sector companies;

(b) if so, the details thereof;

(c) whether any steps have been taken by Government to improve the performance of BSNL and MTNL;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS & MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of service providers including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL), against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers.

As per PMR for the quarter ending September 2018, for Basic Wireline Services, BSNL is meeting the benchmarks for all the parameters in the service areas. Whereas, MTNL is meeting the benchmarks for all the parameters in all the service areas except “Fault repaired within 5 days (for urban areas)” (benchmark 100% within 5 days) in Delhi and Mumbai Service area. In respect of private service providers M/s Airtel is not meeting in 11 LSAs and M/s Tata in 9 LSAs.

As per PMR for the quarter ending September 2018, for Cellular Mobile Telephone Services BSNL is meeting the benchmarks for all the parameters in all the service areas, except the parameters for assessing call drop viz “Network QoS DCR Spatial distribution measure or DCR Network_Q_{SD}(90,90) (benchmark 2%)”, and “Network QoS DCR temporal distribution measure or DCR Network_Q_{TD}(97,90) (benchmark ≤ 3%)”, in West Bengal Service area and “Point of Interconnection (POI) Congestion (No. of POIs is not meeting the benchmark) (Average over a period of quarter) (benchmark ≤ 0.5%)” in Rajasthan Service area only. Whereas, M/s MTNL is meeting the benchmarks for all the parameters in all its service areas i.e. Delhi & Mumbai. In respect of private service providers M/s Tata is not meeting in 18 LSAs, M/s Idea in 15 LSAs, M/s Vodafone in 5 LSAs, M/s Airtel in 3 LSAs and M/s RJio in 1 LSA.

(c) to (e) Steps taken by Government, BSNL and MTNL to improve the performance of BSNL and MTNL are at **Annexure-I.**

Steps taken by TRAI for improving the quality of service of all Telecom Service Providers (TSPs) including BSNL and MTNL are at **Annexure-II.**

Annexure-I

Steps taken to improve the performance of BSNL:

Department of Telecom (DoT) is utilising the strength and competence of BSNL to implement a number of important projects such as providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas, implementation of comprehensive telecom development plan for Andaman and Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth, Optical Fibre Cable based Network for Defence Services (NFS Project), execution of BharatNet Project, comprehensive Telecom Development Plan for the North-Eastern Region for provision of mobile services in uncovered villages in Arunachal Pradesh and two districts of Assam, implementation of transmission media plan for North Eastern Region, Submarine Optical Fibre Project for providing connectivity to the Andaman and Nicobar Islands, setting up of 25000 Wi-Fi Hotspots at Rural Telephone Exchanges of BSNL and setting up of Satellite Gateway .

This improves the capacity utilisation of the organisation, enhances and diversifies the revenue generating avenues while at the same time facilitating the fulfilment of Government objectives.

BSNL has also been encouraged to take measures such as ;

1. Augmentation of mobile equipment capacity / upgradation of mobile network in its areas under Phase-VIII.4 project.
2. To improve quality of wireline telephone network BSNL is replace in Legacy Public Switched Telephone Network (PSTN) switches to Next Generation Network (NGN) which support different kind of services i.e. voice, video and data. With migration to NGN, customer will get enhanced Value Added Services on wire line like Personalized Ring Back Tone, Multi Media Video Conferencing, IP Centrex, Limited Fixed Mobile Telephony (LFMT) and Fixed Mobile convergence(FMC), etc. This will provide better facilities to customers and at lower maintenance cost to BSNL.
3. Since the Fixed land line faults mainly occur due to damage of UG cable during road works, all circles/field units have been asked for close coordination with the Local bodies, PWD, Water Authority and NHAI authorities. In addition, regular patrolling of important cable routes is done to prevent cable thefts/cable damages.
4. Transport Network with 200 GBPS line capacity connecting 47 state capitals and important cities. Work in 45 cities has already been completed.
5. IP-MPLS network has increased from 106 cities to 205 cities providing connectivity for broadband, NGN 2G/3G requirements.
6. BSNL has set up large number of Wi-Fi Hot spots/Access points on pan-India basis (except Delhi & Mumbai) including rural areas for increasing its reach of broadband service. Till 30.11.2018 BSNL has installed approximately 27500 Wi-Fi Hotspots across 10333 locations in the country.

Steps taken to improve the performance of MTNL:

1. MTNL has undertaken the task of improving the Wireless Network in Delhi and Mumbai so as to improve the downlink speed of 21.1 Mbps & uplink speed of 5.76 Mbps which is presently of 3.6 Mbps & 384 Kbps respectively.

2. Redeployment of Digital Subscribers Line Access Modules (DSLAMs) of existing wireline broadband network near to the subscriber premises thereby reducing copper length and enhancing the quality of broadband service. A total of 220 DSLAMs have been redeployed in Delhi and 174 in Mumbai. In the year 2017-18, 47 DSLAMs in Delhi and 23 in Mumbai have been redeployed. In current year also 13 more DSLAMs have been redeployed.

3. Last year, MTNL finalized and made operational its new policy to engage partners on revenue share basis to extend its FTTx services. 20 Partners in Mumbai and 15 partners in Delhi have already started to provide BB over FTTH at speeds upto 100 Mbps. Net FTTH customers added by revenue share partners during the current year in Delhi are 1347, while in Mumbai it is 1234.

4. MTNL has signed an MoU with New Delhi Municipal Corporation Smart City Limited (NDMCSCL) on 18.08.2017, with the objective to provide various services like FTTH, Public Wi-Fi for making NDMC area as a SMART City. The project involves around 2000 FTTH connections in Connaught Place area and approx.150 access points for Wi-Fi enabling.

5. Customer centric Strategies:

- To give boost to customer experience, Download Speed of Broadband subscribers is being upgraded to 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
- Training is being given to line staff to improve maintenance and installation practices.
- Refurbishing of 20% Pillars and DPs every year, is planned in phased manner. 1113 Pillar and 4,697 DP in Delhi & 1677 Pillar and 3563 DPs in Mumbai have been refurbished by MTNL in 2017-18. In current year also, total DPs refurbished in Delhi and Mumbai are 19877 and 1860 respectively whereas, 864 and 866 pillars have been refurbished in Delhi and Mumbai respectively.
- To improve copper pair quality, existing drop wires have been replaced with twisted drop wires and thermo sleeves have been put at open joints at DPs.
- Proactive Monitoring of Broadband Faults.

Annexure-II

Steps taken by TRAI to improve the quality of service:

1. Close monitoring of performance of service providers, against the benchmarks for various Quality of Service parameters laid down by TRAI, through periodic reports from service providers.
2. Follow up action with service providers for improving quality of service.
3. Audit and Assessment of Quality of Service through independent agencies. Operator assisted drive tests of mobile networks are also conducted throughout the country to assess coverage and quality.
4. Publication of results of Audit & Assessment of Quality of Service, including for Call Drop parameters on TRAI website namely www.trai.gov.in for information of stakeholders.
5. Review of performance against the Quality of Service benchmarks and imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.
6. For addressing Call Drop, TRAI regularly undertakes the drive tests of mobile networks in select cities, highways and railway routes. The results of Drive tests are shared with the service providers for improving Quality of Service and coverage in the areas identified in the Drive Tests.

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