

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 913
TO BE ANSWERED ON 20TH DECEMBER, 2017**

QUALITY OF BSNL SERVICES

913. SHRI BALABHADRA MAJHI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the quality of services offered by BSNL is reportedly declining in comparison to other Telecom Service Providers (TSPs) of the country and if so, the details thereof and the reasons therefor; and
- (b) the status of BSNL services in Nabarangpur Parliamentary Constituency comprising Nabarangpur, Koraput and Malkangiri Districts of Odisha?

ANSWER

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

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers, including Bharat Sanchar Nigam Limited (BSNL) against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service (QoS) Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by Telecom Service Providers (TSP) for the service area as a whole. District-wise information is not available in TRAI.

As per PMR for the quarter ending September 2017, for 2G services, BSNL is meeting the benchmarks for all the parameters, except for the parameter, Worst affected cells having more than 3% TCH drop (benchmark $\leq 3\%$) in West Bengal Service area only. BSNL is complying with all the benchmarks of Quality of service for various parameters in its Licensed Service Areas including Odisha.

As per PMR for the quarter ending September 2017, for 3G services, BSNL is meeting the benchmarks for all the parameters except for the parameter "Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:- CBBH" (Benchmark $\leq 3\%$) in West Bengal Service area only. BSNL is complying with all the benchmarks of Quality of service for various parameters in Orissa Service area.

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From the monitoring of Quality of service it is seen that the Quality of Service offered by BSNL is not declining and that its services are better in comparison to some of the other Telecom Service providers.

(b) BSNL services in Nabarangpur Parliamentary Constituency comprising Nabarangpur, Koraput and Malkangiri District of Odisha is partly affected, the details are as follows:

- 1) Govindapalli, Mathili, Kotameta, Khairput, Sindhabeda, Chulamendi area are affected due to the ongoing Vijayawada – Ranchi National Highway Road construction work in Malkangiri –Jeypore road section due to which Optical Fibre Cable gets damaged frequently and service gets affected during route restoration time.
- 2) Badmasigaon Optical Fibre Cable route is being damaged frequently due to Nabarangpur – Badmasigaon state Road expansion work and Badmasigaon area is frequently affected.

BSNL has been expanding the coverage and capacity of GSM based mobile networks through Phase-7 & Phase 7+ expansion projects during last few years in all LSAs including Odisha. BSNL is regularly optimising mobile networks, and as a result quality of mobile service has improved.

The no. of Mobile BTS working at present in Nabarangpur Parliament Constituency (District-wise) of Odisha is as follows:-

(a) Nabarangpur District –	70
(b) Malkangiri District -	70
(c) Koraput District -	125
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Total =	265
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Work is in progress in Nabarangpur Parliament Constituency (District-wise) of Odisha to set up additional number of mobile BTS. The details of which are as follows:-

(a) Nabarangpur District –	2
(b) Malkangiri District -	16
(c) Koraput District -	8
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Total=	26
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