

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

**LOK SABHA
UNSTARRED QUESTION NO. 1987
TO BE ANSWERED ON 7th MARCH, 2018**

POOR TELECOM SERVICES IN RURAL, HILLY AND TRIBAL AREAS

†1987. SHRI BHOLA SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware of the fact that basic telephone, mobile and internet facilities reportedly remain out of order for a long period in rural, hilly and tribal areas;
- (b) if so, the details thereof and the reasons therefor;
- (c) the extent to which the fixed quality norms have been achieved in this regard;
- (d) the remedial measures taken by the Government in this regard; and
- (e) the action taken by the Government to improve the services in the said areas?

ANSWER

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

(a) to (c) The Quality of Services benchmarks for telecommunication services are notified by Telecom Regulatory Authority of India (TRAI) under TRAI Act, 1997 at the level of License Service Area (LSA) as a whole. These LSAs cover all States and Union Territories of India.

In order to maintain tele-connectivity, performance benchmarks have been prescribed for upkeep of telephone networks and services which includes:

- (i) For Basic services: At least 75 % of the faults to be repaired by next working day and 100 % of the faults to be repaired within 7 days for rural and hilly areas.

As per the TRAI's Performance Monitoring Report for the quarter ending September 2017, all Telecom Service Providers have complied to these benchmarks.

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- (ii) For mobile services: The performance parameter, 'Base Transceiver Stations (BTS) Accumulated downtime' (not available for service) measures the downtime of the BTS including its transmission links/ circuits during the period of a month but excludes all planned service downtime for any maintenance, (benchmark $\leq 2\%$). As per the TRAI's Performance Monitoring Report for the quarter ending September 2017, only M/s Aircel was not able to comply with the benchmark in North-East LSA.
- (iii) For Broadband services: At least 90 % of faults to be repaired by next working day and at least 99 % of faults to be repaired within 3 working day. As per the TRAI's Performance Monitoring Report for the quarter ending September 2017, only M/s Tata Tele Services Limited could not fully comply with the benchmark.

(d) to (e) In order to ensure compliance with benchmarks, TRAI has taken the following steps:

- (i) Follow up action with service providers and action plan for improving quality of services,
- (ii) Meeting with the service providers to evaluate the performance against the action plan
- (iii) Audit and assessment of quality of services including customer perception surveys through independent agencies.

In order to further extend tele-connectivity in rural, hilly and tribal areas of the country, the Government has been undertaking several initiatives including BharatNet Project, Comprehensive Telecom Development Plans for the North-Eastern Region (NER), Andaman & Nicobar Islands and Lakshadweep Islands, and Provisioning of mobile services in Left-Wing Extremism (LWE) areas.
