GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO. 181
TO BE ANSWERED ON 18th JULY, 2018

POOR MOBILE SERVICES BY BSNL AND MTNL

†181. SHRI RAM CHARAN BOHRA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether the Government has taken cognizance of poor mobile and other services provided by Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in different parts of the country;

(b)   if so, the reaction of the Government thereto and the remedial steps taken by the Government in this regard;

(c)   whether the Government has set up any institutional mechanism and procedure to resolve the complaints of deficiency in services against BSNL and MTNL in the time bound manner;

(d)   if so, the details thereof; and

(e)   the time limit fixed for resolution of different complaints?

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) and Mahanagar Telephone Nigam Limited (MTNL) 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.

As per PMR for the quarter ending March 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 only. Whereas, MTNL is meeting the benchmarks for all the parameters in all the service areas.

As per PMR for the quarter ending March 2018, for Basic Wireline Services BSNL is meeting the benchmarks for all the parameters in the service areas except "Response time to the customer for assistance – Accessibility of call centre/customer care in Jharkhand and Kolkata Service areas only. Whereas, MTNL is meeting the benchmarks for all the parameters in all the service areas except "Fault repaired within 5 days (for urban areas) in Delhi and Mumbai Service area and the parameter "%age of request for Termination / Closure of service complied within 7 days in Mumbai service area.

As per PMR for the quarter ending March 2018, for Broadband Services BSNL and MTNL are meeting the benchmarks for all the parameters in all the service areas.

(b)   Initiatives taken by TRAI, BSNL and MTNL towards further improvement in the service are summarized at **Annexure-I, Annexure-II** and **Annexure-III** respectively.

(c) & (d)   The primary responsibility of addressing the service, billing and quality of service related grievances lies with the telecom service provider. Telecom Regulatory Authority of India (TRAI) has framed regulations for handling of public grievances and maintaining the quality of service parameters for Telecom Service Providers. According to "Telecom Complaint Redressal Regulations, 2012" as amended from time to time, all Telecom Service Providers should set up a two tier grievance redressal mechanism i.e.

(i) **Establishment of a Complaint Centre with a toll-free "Consumer Care Number"**

(ii) Establishment of an Appellate Authority. Accordingly, complainants to approach their telecom service providers for redressal of their grievances.

In case the complainant is not satisfied with the decision taken by the telecom service provider or there is delay in redressal of grievance at any point of time /stage in the above process, the complainant may also approach an appropriate court of law/ any other appropriate forum (judicial / quasi-judicial) against the service provider.

An individual complainant may also file before Public Grievance Cell of the Department of Telecommunications (DoT) in either of the following ways:

(i) By hand; (ii)By post; (iii) Through FAX; (iv) Telephonically; OR (v) By Web Portal(CPGRAMS) URL: http://www.pgportal.gov.in

All such Complaints received are then registered on the web portal, so that the processing is monitored in transparent, user friendly and structured manner.

Twitter Seva has been started on 02.08.2016 for handling of Grievances/feedback related to various Telecom Service Providers (TSPs).

Department of Telecommunications (DoT) had launched an Interactive Voice Response System (IVRS) on 23.12.2016 to obtain direct feedback from subscribers. Through this System, a subscriber receives a telephone call with short code 1955 and is requested to respond to a few questions on problem of call drops faced during last one month. Upto 31.05.2018, 1.64 crore calls were made to subscribers of all TSPs across the country.

(e)   BSNL and MTNL make continuous efforts to comply with Quality of Service benchmarks set by TRAI regarding different types of complaints. TRAI's benchmarks are as follows:

For Basic Services:

Sl. No	PARAMETERS	TRAI TARGETS
1	% of faults repaired by next working day	>90%
2	% of faults repaired within 3 working days	=>99%
3	%age of billing complaints resolved within 4 weeks	100% within 4 weeks
4	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 4 weeks
5	%age of calls answered by operator (voice to voice) within 60 sec	within 1 week of resolution of complaints

For Mobile Services

Sl. No	PARAMETERS	TRAI TARGETS
1	Metering and billing credibility - post paid,	≤0.1%
2	Metering and billing credibility - pre paid,	≤0.1%
3	Resolution of billing/charging/ validity complaints,	100% within 4 weeks
4	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints.	Within 1 week of resolution of complaint
5	%age requests for Termination / Closure of service complied within 7 days.	100% within 7 days
6	Time taken for refund of deposits after closures.	100% within 60 days
7	Accessibility of call centre/ Customer care	95%
8	%age of calls answered by the operator (Voice to Voice)	90%

For Broadband Services

Sl. No	PARAMETERS	TRAI TARGETS
1	Service Provisioning/Activation time	100% in = <15 working days
2	Faults Repair/restoration time	
3	% of faults repaired by next working day	> 90%
4	% of faults repaired within 3 working day	>= 99%
5	%age of billing related complaints resolved within 4 weeks	100% within 4 weeks
6	%age of cases to whom refund of deposits is made within 60 days of closures	100% within 60 days

Remedial steps taken by TRAI towards further strengthening of mobile and other services of Telecom Service Providers (TSPs):

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. Also operator assisted drive tests of mobile networks are 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, forcing the service providers to improve its service.

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 routs to assess the Quality of Service and coverage around the areas covered in the drive test 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.

Remedial steps taken by BSNL towards further strengthening of its mobile and other services:

For Mobile Services

- BSNL is augmenting its mobile network progressively so as to enhance coverage/ capacity, and to further improve Quality of Service.
- BSNL is also optimizing its network continuously for its performance.
- BSNL continuously surveys for the low signal area and take corrective measures for providing the services on techno commercial basis.

For Land Line Services

- 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.
- Monitoring of the network has also been strengthened to ensure performance as per the Quality of Service parameters prescribed by TRAI.
- Timely availability of store items like cable, drop-wire to field units of BSNL to maintain and improve the network.
- Rehabilitation of outdoor network is under process to reduce the landline faults.
- Monsoon control room set up in the circles during monsoon to monitor the functioning of Landline and Broadband services. Faults related to Landline telephones and Broadband connections are being attended.
- Help desk portal and Call centre are set up.
- The exchanges failure due to OFC faults and local cable breakdown is attended quickly.
- Round the clock toll free complaint booking mechanism. A stringent monitoring procedure is being adopted for prompt and timely clearance of customers complaints through exclusive section at all level of the organization.
- Conversion of existing technology switches to Next Generation network.
- Provision of ring system for exchanges for redundancy in connectivity.

Remedial steps taken by MTNL towards further strengthening of its mobile and other services:

Landline service:

- Refurbishing of 20% Pillars and DPs every year, is planned in phased manner. 2662 Pillar and 52907 DP have been refurbished by MTNL last year as on 31.03.2018
- To improve copper pair quality, 81,492 mtr existing Drop wires have been replaced with twisted drop wires or thermo sleeves have been put at open joints at DPs by MTNL this year, as on 31.03.2018.
- Training is being given to line staff to improve maintenance and installation practices.
- To control increased number of cable theft cases in Delhi, in-house cable theft alarm system has been developed and being deployed for all primary cables above 400 pair capacity
- GM Area-wise meeting is being taken by CMD and concerned Director to address their problem, review the performance and motivate for better outcomes.

Broadband service:
- To give boost to customer experience, Download Speed of Broadband subscribers is being upgraded upto 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
- Tariff re-balancing of Broadband service has been done for giving more competitive and attractive tariff package to the customers.
- Societies / Areas where OFC / FTTH is already available, BB Subscribers are being migrated to FTTH free of cost and work has been started.
- To improve QOS and speed of Broadband service, DSLAMs are being redeployed near customer premise. In 2017, 47 DSLAMs in Delhi and 22 in Mumbai have been redeployed thereby reducing copper length and enhancing the quality of Broadband service.
- Proactive Monitoring of Broadband Faults through Radius attempt.
- On line tool (IPTESTER) used for monitoring on real time basis of the BTS/Node-B, Broadband Equipment and FTTH Customers.
- Trainings have been organized for line staff to improve their skills for greater overall customer satisfaction.

FTTH service:

- FTTH revenue share policy was modified to make it more flexible to attract new partners with enhanced revenue share to encourage partners to rollout more connections; Partners in Delhi and Mumbai have already started operations. Active monitoring is being done to ensure to achieve the envisaged targets of the policy. Regular advisories are being issued to field units. In the year 2017-18, total 922 connections have been provisioned by FTTH partners in Mumbai while 1180 connections were provisioned in Delhi.

Mobile service:

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

- Expansion of GSM / 3G RF network in MTNL Delhi
- Upgradation / replacement of 3G RF network in MTNL Delhi
- 3G Network Up-gradation in Mumbai

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