

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

**LOK SABHA  
UNSTARRED QUESTION NO.1436  
TO BE ANSWERED ON 19<sup>th</sup> DECEMBER, 2018**

**NUMBER OF INTERNET USERS**

1436. SHRI D.K. SURESH:  
SHRI NALIN KUMAR KATEEL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has any data collected about the use of internet in the country and if so, the details thereof;
- (b) whether it is true that the number of internet users is increasing in the recent times and if so, the details thereof, State-wise;
- (c) whether the Government is contemplating to increase the usage of internet in the country and enable people to have better access to e-governance and if so, the details thereof;
- (d) whether the Government has taken note that the quality of internet services is very poor and people suffer due to it; and
- (e) if so, the steps being taken to address the issue of providing better internet services ?

**ANSWER**

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

(a) The government collects data on internet users and traffic on a regular basis. At the end of September 2018, the number of Internet subscribers (both broadband and narrowband put together) stood at 560.01 million. The number of rural subscribers was 194.07 million while the number of subscribers in urban areas was 365.94 million.

Internet traffic has also witnessed phenomenal growth, touching highest ever data usage of 22.43 million terabytes during the year 2017 (January-December). Of this, fixed broadband traffic was 2.78 million terabytes and mobile broadband traffic was 19.65 million terabytes.

(b) Internet penetration in the country has been increasing steadily over the past few years. The service area wise number of internet subscriptions during last three years and current year are given at **Annexure-I**.

(c) The Government has initiated the 'Digital India' programme with the vision to transform India into a digitally empowered society and knowledge economy. For better access to e-governance services, the Government has initiated the project "Common Services Centre (CSC) 2.0" in August, 2015 under Digital India Programme, which envisages setting up of at least one CSC at Gram Panchayat (GP) to cover all the 2.5 lakh GPs across the country. Over

300 digital services are being offered by these CSCs. Till November 2018, 3.05 lakh Common Services Centres are active and transacting for delivery of eServices of which 2.10 lakh are at GP level.

Towards achieving the goal of providing broadband for all citizens, the Government is implementing the flagship BharatNet project in a phased manner for providing Broadband connectivity to all the 2,50,000 Gram Panchayats (GPs) of the country. Bharatnet is an essential pillar of Digital India programme of the Government. Phase I of BharatNet for connecting 1 lakh GPs has been completed in December 2017. Phase II of the project is under implementation. As on date a total of 1,21,859 Gram Panchayats have been connected on Optical Fibre Cable(OFC) by laying 3,02,621 Km of OFC. Of this, 1,16,492 GPs are now service ready.

The BharatNet project also envisages access to broadband service through Wi-Fi in all the GPs in the country for ensuring last mile connectivity. At each GP, on an average, five Access Points (APs) are envisaged to be provided, of which three APs are for Government institutions and two APs for public places. In addition to the wi-fi hotspots provisioned in BharatNet, the Government proposes to setup 25,000 Public Wi-Fi Hotspots infrastructure at BSNL's Telephone Exchanges in rural areas.

(d) & (e) TRAI had laid down the Quality of Service standards for Broadband & Wireless Data services through regulations issued from time to time and the performance of service providers against these standards is monitored through quarterly Performance Monitoring Reports (PMR) submitted by service providers for the service area as a whole.

As per PMR for the quarter ending September 2018, for Broadband Services all the service providers are meeting the benchmarks for all the parameters except the service providers as per **Annexure-II**.

As regards Wireless data services, all the service providers are complying with the benchmark for various Quality of Service parameters.

TRAI has taken the following steps to address the issue of providing better internet services:

- Monitoring of Quality of Service performed by service providers against the benchmarks for the various Quality of Service parameters laid down by TRAI through regulations issued from time to time, by way of (i) Quarterly Performance Monitoring Report submitted by service providers (ii) Audit and Assessment of Quality of Service through independent agencies appointed by TRAI.
- Publication of results of Audit & Assessment of Quality of Service of Broadband Services on TRAI website namely [www.trai.gov.in](http://www.trai.gov.in) for information of stakeholders, forcing the service providers to improve their services.
- Imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.

**ANNEXURE I****Service Area wise Internet Connection****(million)**

<b>Service area</b>	<b>As on 31.03.2016</b>	<b>As on 31.03.2017</b>	<b>As on 31.03.2018</b>	<b>As on 30.09.2018</b>
<b>Andhra Pradesh</b>	24.87	31.80	37.61	43.78
<b>Assam</b>	6.76	8.07	9.81	10.25
<b>Bihar</b>	19.63	24.10	28.40	32.73
<b>Delhi</b>	20.59	26.79	31.14	32.93
<b>Gujarat</b>	21.1	27.30	31.43	35.91
<b>Haryana</b>	7.56	9.63	9.05	13.58
<b>Himachal Pradesh</b>	3.02	3.76	6.94	4.64
<b>Jammu &amp; Kashmir</b>	3.65	4.51	5.81	6.02
<b>Karnataka</b>	22.63	26.87	32.14	35.71
<b>Kerala</b>	14.6	16.55	19.80	22.58
<b>Kolkata</b>	9.26	11.66	13.35	14.19
<b>Madhya Pradesh</b>	20.41	24.77	25.88	35.41
<b>Maharashtra</b>	29.47	35.94	39.45	46.11
<b>Mumbai</b>	15.65	19.57	22.48	24.33
<b>North East</b>	4.06	4.75	5.94	6.09
<b>Orissa</b>	8.29	10.51	12.20	13.25
<b>Punjab</b>	13.46	16.65	18.63	<b>21.14</b>
<b>Rajasthan</b>	17.24	21.55	26.46	32.07
<b>Tamil Nadu</b>	28.01	32.32	39.57	40.71
<b>UP (East)</b>	22.47	28.58	34.75	38.18
<b>UP (West)</b>	16.54	19.93	23.79	27.78
<b>West Bengal</b>	13.38	16.58	19.31	22.62
<b>Total</b>	342.66	422.19	493.95	560.01

**Source: TRAI**

**Service Providers not meeting the QoS benchmarks  
as per the PMR for the quarter ending 30<sup>th</sup> September, 2018**

S.N	Service Provider	Parameter not met		Benchmark	Service Area
1	MTNL	<b>Faults Repair</b>	% of faults repaired within 3 working day	=>99%	Delhi & Mumbai (98.32%)
2	Atria Convergence Technologies Pvt. Ltd.	<b>Faults Repair</b>	% of faults repaired within 3 working day	=>99%	All India (98.74%)
		<b>Response time to the customer for assistance</b>	%age of calls answered by operator (Voice to voice) within 60 sec	>60%	All India (39.00%)
			%age of calls answered by operator (Voice to voice) within 90 sec	>80%	All India (58.00%)
3	Intech Online Pvt. Ltd.	<b>Faults Repair</b>	% of faults repaired by next working day >90%)	>90%	Mum. & Mah. (80.81%)
			% of faults repaired within 3 working day	=>99%	Mum. & Mah. (88.70%)
		<b>Billing Performance</b>	%age of bills disputed	<2%	Mum. & Mah. (3.01%)
4	Ishan Netsol Pvt. Ltd.	<b>Service Provisioning</b>	%age of connections provided within 15 days of registration of demand	100%	Gujarat (99.76%)
		<b>Faults Repair</b>	% of faults repaired within 3 working day	=>99%	Gujarat (98.48%)
		<b>Bandwidth utilisation/throughput</b>	No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)	0	Gujarat (62)
			No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)	0	Gujarat (18)
5	K Net Solutions Pvt. Ltd.	<b>Service availability/uptime (for all user) in %age</b>		>98%	Tamilnadu (50.05%)
6	TATA (TTSL)	<b>Faults Repair</b>	% of faults repaired by next working day (>90%)	>90%	All India (82.00%)
			% of faults repaired within 3 working day	=>99%	All India (94.00%)
7	TATA (TTML)	<b>Faults Repair</b>	% of faults repaired by next working day (>90%)	>90%	Maharashtra (77.00%)
			% of faults repaired within 3 working day	=>99%	Maharashtra (91.00%)
8	You Broadband	<b>Service Provisioning</b>	%age of connections provided within 15 days of registration of demand	100%	All India (99.71%)

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