

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

**LOK SABHA
UNSTARRED QUESTION NO.556
TO BE ANSWERED ON 6TH FEBRUARY, 2019**

QUALITY OF BSNL SERVICE

556. SHRI BALABHADRA MAJHI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is satisfied with the quality of BSNL service in the country;
- (b) if so, the details thereof; and
- (c) the status thereof in Nabarangpur Parliamentary Constituency comprising Nabarangpur, Koraput & 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) to (c) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of telecom service providers including Bharat Sanchar Nigam Limited (BSNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers for the service area as a whole.

As per PMR for the quarter ending September 2018, for Basic Wireline and Broadband Services, BSNL is meeting the benchmarks for all the parameters in all service areas including Odisha service area.

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. BSNL is meeting the benchmarks for all the parameters in Odisha service area.
