

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 982
TO BE ANSWERED ON 8TH FEBRUARY, 2023
ISSUES RELATED TO SERVICE QUALITY**

982. SHRI KOTHA PRABHAKAR REDDY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government met operators to discuss rising instances of call drops and service quality related issues, if so, the details and the outcome thereof;
- (b) whether the issue of interference from illegal boosters and Right of Way (RoW) challenges have also been sorted out, if so, the details thereof and if not, the reasons therefor; and
- (c) whether the Government was taking a long term view of service quality related matters and had asked players to identify problem areas and to suggest policy interventions that could improve call connectivity, if so, the details and the present status thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (c) The Government recently met Telecom Service Provider (TSPs) to discuss Quality of Service (QoS) related matter. They were intimated about several policy initiatives taken by Department of Telecommunications (DoT) for telecom infrastructure growth in the country. These include permitting trading/sharing/liberalisation of spectrum, permitting passive & active infrastructure sharing, notification of Right of Way Rules 2016 and amendments thereof, making available government land/buildings for installations of towers etc. TSPs have been directed to put all out efforts to further improve the QoS in the Telecom Sector.

The Government carries out monitoring exercise from time to time to remove the interference caused by unauthorized/illegal boosters based on the complaints received from the TSPs.

DoT is regularly following up with States/Union Territory (UTs)/Central Ministries to adopt Indian Telegraph Right of Way Rules (IT RoW), 2016 and amendment thereof.

Also launch of Centralised RoW portal, GatiShakti Sanchar facilitates online applications, processing, clearance and dashboards for top level monitoring. The GatiShakti Sanchar portal has onboarded / integrated for all 36 States /UTs to accept, process and approve Right of Way (RoW) applications for both Optical Fiber Cable (OFC) and mobile towers through single interface. The portal enables applicants like TSPs / Infrastructure Providers (IP) to apply for RoW approvals to various agencies of State/UT Governments, local bodies and Ministries at one common/ single portal.

Telecom Regulatory authority of India (TRAI) has laid down “The Standards of Quality of Service for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009”. These regulations have been amended time to time. TRAI reviews existing benchmark parameters for Quality of Telecom Services and also introduces relevant benchmarks for new technology based services as and when required.
