GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO. 1394
TO BE ANSWERED ON 27TH NOVEMBER, 2019

TELECOMMUNICATION FACILITIES IN FOREST AREAS

†1394. SHRI BAIDYANATH PRASAD MAHTO:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the areas in the country where communication facility including the network quality is poor, State/UT-wise and district-wise;

(b)   the steps taken by the Government to improve the mobile network in forest areas of the country; and

(c)   the steps taken by the Government to provide telecom network to the people living in forest areas of Valmiki Nagar?

ANSWER

MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a)   Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service Providers (TSPs) against the benchmarks for various Quality of Service parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). The performance is assessed for aLicence Service Area (LSA) as a whole. Hence, separate information on performance on Quality of Service in a state or union territory or District or in a particular area such as forest area is not available.

As per the PMR for the quarter ending September 2019, for Cellular Mobile Telephone Services, all the service providers are largely complying with benchmark for all the parameters. The details regarding non-compliance by TSPs with the benchmarks are given in **Annexure-I**

(b)   The steps taken by Government to improve mobile network in the country including provisioning of mobile services in uncovered areas are given below:

•   Under Left Wing Extremism (LWE) affected areas Phase-II project, Government has approved installation of 2217 mobile towers for providing mobile connectivity.
•   Scheme for providing mobile connectivity in 354 villages of uncovered border areas, Ladakh and Kargil Region and other priority areas.
•   A Comprehensive Telecom Development Plan for mobile connectivity in the North Eastern Region to provide mobile coverage in uncovered villages, along with National Highways and to strengthen transmission network.
•   Laying of submarine optical fibre cable between Chennai and Andaman & Nicobar Islands for providing connectivity to Andaman & Nicobar Islands.
•   Satellite Bandwidth Augmentation upto 4 Gbps for Andaman & Nicobar Islands.
•   Mobile connectivity to cover uncovered villages and along National Highway (NH 223) in Andaman & Nicobar Islands.
•   Augmentation of Satellite bandwidth from 318 Mbps to 1.71 Gbps for Lakshadweep Islands.

- Under BharatNet project to provide broadband connectivity in all the Gram Panchayats (approx 2.5 lakh) in the country.
- Several policy initiatives also taken to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/liberalisation of spectrum already granted, permitting passive & active infrastructure-sharing, Notification of Right of Way Rules- 2016, making available government land/buildings for installations of towers etc.

(c) The present status & plan for providing telecom network to the people living in the forest areas of Valmiki Nagar are detailed at **Annexure-II.**

Annexure referred to in reply of para (a) of Lok Sabha Unstarred Question No. 1394 to be answered on 27th November, 2019 raised by Hon'ble Members of Parliament Shri Baidyanath Prasad Mahto regarding "Telecommunication Facilities In Forest Areas"

Details of instances of non-compliance by TSPs with the TRAI benchmarks				
Parameter	**Benchmark**	**Telecom Service Provider(TSP)**	**Service Area**	**Performance**
Base Station (BS) Accumulated down-time (not available for service) (%age)	≤ 2%	VIL-Brand Idea	Jammu & Kashmir	8.66
		VIL-Brand Vodafone	Jammu & Kashmir	8.66
Worst affected BSs due to down-time (%age)	≤ 2%	BSNL	Kerala	3.44
		VIL-Brand Idea	Jammu & Kashmir	11.22
		VIL-Brand Vodafone	Jammu & Kashmir	11.22
SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)	≤ 1%	VIL-Brand Idea	Jammu & Kashmir	7.73
		VIL-Brand Vodafone	Jammu & Kashmir	7.73
TCH, RAB and E-RAB Congestion (%age)	≤ 2%	VIL-Brand Idea	Uttar Pradesh-West	2.76
Network QoS DCR Spatial Distribution Measure [Network_QSD (90,90)]	≤ 2%	BSNL	West Bengal	8.86
Network QoS DCR Temporal Distribution Measure [Network_ QTD (97,90)]	≤ 3%	BSNL	West Bengal	10.34
		VIL-Brand Idea	Jammu & Kashmir	4.23
		VIL-Brand Vodafone	Jammu & Kashmir	4.23
Metering and billing credibility - post paid	≤ 0.1%	BSNL	West Bengal	0.18
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	VIL-Brand Idea	Gujarat	99.66
		VIL-Brand Vodafone	Gujarat	99.76
Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	Airtel	Andhra Pradesh	86
			Assam	93
			Bihar	91
			Delhi	93
			Gujarat	89
			Jammu & Kashmir	92
			Kerala	89
			Kolkata	90
			Maharashtra	93

			Mumbai	92
			North East	89
			Odisha	90
			Punjab	89
			Tamil Nadu	82
			Uttar Pradesh-East	92
			West Bengal	89
		VIL-Brand Idea	Kerala	94.78
		VIL-Brand Vodafone	Delhi	92.56
			Gujarat	92.9
			Haryana	90.51
			Kolkata	83.73
			Kerala	79.84
			Karnataka	89.6
			Mumbai	92.75
			Punjab	92.81
			Rajasthan	93.73
			Uttar Pradesh-East	89.84
			Uttar Pradesh-West	93.3
			West Bengal	94.11
%age requests for Termination / Closure of service complied within 7 days	**100% within 7 days**	VIL-Brand Vodafone	Uttar Pradesh-East	96.94
Time taken for refund of deposits after closures	**100% within 60 days**	VIL-Brand Idea	Gujarat	95.27
			Madhya Pradesh	96.19

Annexure referred to in reply of para (c) of Lok Sabha Unstarred Question No. 1394 to be answered on 27th November, 2019 raised by Hon'ble Members of Parliament Shri Baidyanath Prasad Mahto regarding "Telecommunication Facilities in Forest Areas"

Area	Name of TSP	Present status of the telecom services	Plan for provisioning of mobile services/towers
Forest area of Valimiki Nagar	Vodafone Idea	Not Providing	No Plan in this FY, further plan depends upon the feasibility and Market conditions
	RJIL	Covered	2 additional sites planned
	BSNL	Telecom services in Valmiki Nagar are being provided through following Exchanges/BTS-Valmiki Nagar Echange (EXCH) & BTS, Thari BTS, Gharauli BTS, Ganauli Narayanpur BTS, Parsauni BTS, Naurangia BTS, Madanpur BTS, Harnatand EXCH & BTS, Khajuriya BTS	Valmiki Nagar Guest House GSM BTS
	Airtel	23 Airtel sites serving near the"Valimiki National Park" area in Bihar LSA	5 sites planned

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