

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO.2945
TO BE ANSWERED ON 16th DECEMBER, 2015
SERVICE TENDERED BY BSNL/MTNL**

**†2945. DR. SHRIKANT EKNATH SHINDE:
DR. HEENA VIJAYKUMAR GAVIT:
SHRI VINAYAK BHAURAO RAUT:
SHRI MOHITE PATIL VIJAYSINH SHANKARRAO:
SHRI K. ASHOK KUMAR:
SHRIMATI SUPRIYA SULE:
SHRI SATAV RAJEEV:
SHRI RAHUL SHEWALE:
SHRI T. RADHAKRISHNAN:
DR. J. JAYAVARDHAN:**

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has taken note of deficient service rendered by the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) and if so, the details thereof;
- (b) the quality parameters laid down and service actually provided by telecom PSUs;
- (c) whether the Government has urged BSNL and MTNL to efficiently use social media for customer satisfaction and ordered special training for BSNL and MTNL officers for the purpose and if so, follow-up action taken by BSNL and MTNL thereon;
- (d) whether BSNL and MTNL propose to rope in third agency to manage customer care service and if so, the details thereof; and
- (e) the other steps taken/being taken by the Government to improve the quality of mobile and internet service of BSNL, MTNL and to provide internet at specific speed on affordable price?

ANSWER

**THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

(a) & (b) Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) needs improvement. These PSUs have been unable to invest in expansion of their networks due to financial distress.

Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the Quality of Service (QoS) benchmark parameters. The performance monitoring reports (PMRs) for the quarter ending September, 2015 for BSNL and MTNL as provided by TRAI are at **Annexure**.

- (c) BSNL and MTNL have reported that they are using social media for receiving complaints and suggestions from customers for better customer satisfaction.
- (d) BSNL and MTNL have already outsourced their customer care Call Centres.
- (e) BSNL and MTNL are taking various steps to improve their network. The details of these steps are as follows:

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- Monitoring of the Fault Repair Service System.
 - Deployment of modern and state of art CDR (Call Detail Record) based Billing & Customer care system.
 - Establishment of Customer Service Centers at all important locations in the country with “single window concept” to facilitate friendly interactions with the customers.
 - Replacement of weak batteries and power plants to improve network uptime
 - Regular Radio Frequency (RF) optimization tests.
 - BSNL has entered into an agreement for setting up Wi-fi hotspots on revenue share basis to increase its revenue and providing better services to its customers.
 - Introducing free night calling tariff plans for wireline customers to arrest decline in customer base and to acquire new wireline customers.
 - Introduction of free national roaming on pan-India basis for mobile customers for retaining/increasing mobile customer base.

In order to improve the financial condition and support BSNL in additional revenue generation, Government has also assigned new projects to BSNL such as :

- Comprehensive Telecom Development Plan for the North-Eastern Region for provision of mobile services in uncovered villages in Arunachal Pradesh and two districts of Assam at estimated project cost of Rs. 1975.38 crore and implementation of Transmission-Media Plan for North Eastern Region at an estimated cost of Rs.295.97 crore on 10.9.2014
- Implementation of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas at an estimated cost of Rs. 3567.58 crores on 4.6.2013
- Implementation of Comprehensive Telecom Development plan for Andaman & Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth at an estimated cost of Rs. 120.49 crores on 7.11.2014.

BSNL is also taking several steps to enhance revenues through investments to strengthen its network to improve quality of service. These include:-

- Augmentation of mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of Rs. 5500 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.
- For improving broadband services, BSNL has installed Google caching servers at 13 locations and done peering with Google at 3 locations for 110 GB capacity. Also Akamai caching servers were installed for 100 GB capacity. Also, BSNL has upgraded 47 Broadband Network Gateways (BNGs) in Broadband network for higher capacity.
- BSNL has entered into an agreement for setting up Wi-fi hotspots on revenue share basis to increase its revenue and providing better services to its customers.
- BSNL has introduced free night calling tariff plans for wireline customers to arrest decline in customer base and to acquire new wireline customers.
- Introduction of free national roaming on pan-India basis for mobile customers for retaining/increasing mobile customer base.
- All BSNL Broadband customers have been upgraded to 2 Mbps at no extra cost w.e.f. 1.10.2015.

Quarterly Performance Monitoring Report (PMR) on QoS of Basic Telephone Service (Wireline) for QE September,2015

| Name of Service Area | Name of Service Provider | Faults incidences (No. of faults/100 Subs./month) | Fault Repair | | | | Rent Rebate | Mean Time to Repair (MTTR) | POI (Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark | Metering and Billing | | | | | Response time to the customer for Assistance | | Termination / closure of service | |
|----------------------|--|--|--|------------------------------------|--|------------------------------------|-------------|----------------------------|--|---|---|--|---|---|--|---|--|---------|
| | | | % of faults repaired by next working day | % of faults repaired within 5 days | % of faults repaired by next working day | % of faults repaired within 7 days | | | | Metering and Billingcredibility - post paid | Metering and billing credibility - pre paid | Resolution of billing/charging/validity complaints | Period of applying credit/waiver/ adjustment to customer's account from the date of resolution of | Accessibility of call centre/ customer care | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Time taken for refund of deposits after closures | |
| | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |
| Benchmarks | | | | | | | | | | | | | | | | | | |
| ≤7 | For urban areas by next working day: ≥ 85% | For urban areas: ≥ 100% | For rural and hilly areas: ≥ 75% | For rural and hilly areas: ≥ 100% | | ≤ 10 Hrs | ≤ 0.5% | ≤ 0.1% | ≤ 0.1% | 98% within 4 weeks | 100% within 6 weeks | 1 week of resolution of complaint | ≥ 95% | ≥ 95% | 100% within 7 days | 100% within 60 days | | |
| A&N | BSNL | 4.00 | 95.00% | 100.00% | 95.00% | 100% | 30 | 7.00 | 0.00 | 0.10% | 0.00 | 98.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| AP | BSNL | 5.00 | 94.00% | 100.00% | 95.00% | 100% | 167 | 7.00 | 0.00 | 0.00% | 0.00 | 100.00% | 100.00% | 100.00% | 97.74% | 97.70% | 100.00% | 100.00% |
| ASM | BSNL | 4.00 | 97.00% | 100.00% | 96.00% | 100% | 394 | 3.00 | 0.00 | 0.09% | 0.00 | 100.00% | 100.00% | 100.00% | 98.99% | 97.67% | 100.00% | 100.00% |
| BH | BSNL | 4.00 | 97.00% | 100.00% | 95.00% | 100% | 0 | 4.00 | 0.00 | 0.00% | 0.00 | 100.00% | 100.00% | 100.00% | 98.99% | 97.00% | 100.00% | 100.00% |
| Chattisgarh | BSNL | 4.00 | 98.00% | 100.00% | 97.00% | 100% | 844 | 5.00 | 0.00 | 0.01% | 0.01 | 99.00% | 100.00% | 100.00% | 97.34% | 97.06% | 100.00% | 100.00% |
| CN | BSNL | 5.00 | 96.00% | 100.00% | 96.00% | 100% | 800 | 6.00 | 0.00 | 0.00% | 0.00 | 100.00% | 100.00% | 100.00% | 99.42% | 99.40% | 100.00% | 100.00% |
| DEL | MTNL | 8.49 | 83.52% | 97.21% | NA | NA | 21788 | 5.13 | 0.00 | 0.03% | 0.00% | 99.71% | 100.00% | 100.00% | 99.60% | 99.86% | 100.00% | 100.00% |
| GUJ | BSNL | 5.00 | 96.00% | 100.00% | 92.00% | 100% | 408 | 5.00 | 0.00 | 0.02% | 0.00 | 100.00% | 100.00% | 100.00% | 97.75% | 97.66% | 100.00% | 100.00% |
| HP | Reliance | 0.00 | NA | NA | NA | NA | 0 | 0.00 | 0.00 | 0.00% | NA | NA | NA | NA | 98.99% | 98.99% | 100.00% | 100.00% |
| HP | BSNL | 5.00 | 91.00% | 100.00% | 95.00% | 100% | 180 | 6.00 | 0.00 | 0.04% | 0.02 | 98.56% | 100.00% | 100.00% | 97.32% | 98.33% | 100.00% | 100.00% |
| HR | BSNL | 5.00 | 94.00% | 100.00% | 94.00% | 100% | 686 | 6.00 | 0.00 | 0.09% | 0.00 | 100.00% | 100.00% | 100.00% | 96.38% | 94.67% | 100.00% | 100.00% |
| J&K | BSNL | 5.00 | 94.00% | 100.00% | 85.00% | 100% | 102 | 7.00 | 0.00 | 0.01% | 0.00 | 98.00% | 100.00% | 100.00% | 97.44% | 98.33% | 100.00% | 100.00% |
| JHAR | BSNL | 4.00 | 97.00% | 100.00% | 94.00% | 100% | 281 | 7.00 | 0.00 | 0.09% | 0.00 | 98.00% | 100.00% | 100.00% | 98.70% | 97.33% | 100.00% | 100.00% |
| KER | BSNL | 4.00 | 92.00% | 100.00% | 89.00% | 100% | 1014 | 8.00 | 0.00 | 0.01% | 0.00 | 99.64% | 100.00% | 100.00% | 98.23% | 98.37% | 100.00% | 100.00% |
| | Vodafone | 0.65 | 100.00% | 100.00% | NA | NA | NA | 3.08 | 0.00% | 0.00% | NA | NA | NA | NA | 99.39% | 100.00% | NA | NA |
| KOL | BSNL | 7.00 | 90.00% | 100.00% | NA | NA | 393 | 8.00 | 0.00 | 0.00% | 0.00 | 98.48% | 100.00% | 100.00% | 99.23% | 96.67% | 100.00% | 100.00% |
| KTK | BSNL | 4.00 | 97.00% | 100.00% | 95.00% | 100% | 2205 | 7.00 | 0.00 | 0.10% | 0.00 | 100.00% | 100.00% | 100.00% | 98.70% | 98.78% | 100.00% | 100.00% |
| MH | BSNL | 5.00 | 93.00% | 100.00% | 82.00% | 100% | 1583 | 7.00 | 0.00 | 0.00% | 0.00 | 100.00% | 100.00% | 100.00% | 96.61% | 96.65% | 100.00% | 100.00% |
| MP | BSNL | 4.00 | 88.00% | 100.00% | 85.00% | 100% | 1564 | 4.00 | 0.00 | 0.10% | 0.00 | 98.00% | 100.00% | 100.00% | 97.24% | 97.24% | 100.00% | 100.00% |
| MUM | MTNL | 5.34 | 93.87% | 99.88% | NA | NA | 12287 | 6.41 | 0.00 | 0.03% | NA | 99.43% | 100.00% | NA | 95.89% | 95.40% | 99.40% | 100.00% |
| NE | Vodafone | 0.00 | NA | NA | NA | NA | NA | NA | 0.00% | 0.00% | NA | NA | NA | NA | 99.39% | 100.00% | NA | NA |
| NE-I | BSNL | 4.00 | 93.00% | 100.00% | 92.00% | 100% | 32 | 7.00 | 0.00 | 0.02% | 0.00 | 98.00% | 100.00% | 100.00% | 99.02% | 97.67% | 100.00% | 100.00% |
| NE-II | BSNL | 3.00 | 98.00% | 100.00% | 100.00% | 100% | 66 | 6.00 | 0.00 | 0.10% | 0.00 | 100.00% | 100.00% | 100.00% | 99.00% | 97.67% | 100.00% | 100.00% |
| OR | BSNL | 6.00 | 93.00% | 100.00% | 88.00% | 100% | 906 | 5.00 | 0.00 | 0.10% | 0.00 | 99.00% | 100.00% | 100.00% | 98.95% | 96.67% | 100.00% | 100.00% |
| PB | BSNL | 5.00 | 90.00% | 100.00% | 92.00% | 100% | 747 | 7.00 | 0.00 | 0.03% | 0.10 | 98.00% | 100.00% | 100.00% | 96.07% | 94.33% | 100.00% | 100.00% |
| RAJ | BSNL | 5.00 | 95.00% | 100.00% | 95.00% | 100% | 293 | 6.00 | 0.00 | 0.00% | 0.00 | 100.00% | 100.00% | 100.00% | 97.35% | 95.67% | 100.00% | 100.00% |
| TN | BSNL | 3.00 | 95.00% | 100.00% | 92.00% | 100% | 2268 | 7.00 | 0.00 | 0.08% | 0.00 | 100.00% | 100.00% | 100.00% | 98.96% | 99.04% | 100.00% | 100.00% |
| UPE | BSNL | 4.00 | 95.00% | 100.00% | 94.00% | 100% | 791 | 5.00 | 0.00 | 0.08% | 0.00 | 100.00% | 100.00% | 100.00% | 97.59% | 98.67% | 100.00% | 100.00% |
| UPW | BSNL | 5.00 | 96.00% | 100.00% | 96.00% | 100% | 697 | 5.00 | 0.00 | 0.01% | 0.00 | 100.00% | 100.00% | 100.00% | 96.55% | 98.67% | 100.00% | 100.00% |
| Uttaranchal | BSNL | 6.00 | 95.00% | 100.00% | 96.00% | 100% | 284 | 4.00 | 0.00 | 0.00% | 0.00 | 98.00% | 100.00% | 100.00% | 97.77% | 98.00% | 100.00% | 100.00% |
| West Bengal | BSNL | 6.00 | 91.00% | 100.00% | 91.00% | 100% | 528 | 5.00 | 0.00 | 0.08% | 0.00 | 100.00% | 100.00% | 100.00% | 98.82% | 97.33% | 100.00% | 100.00% |

Performance Monitoring Report on Quality of Service of Service Providers providing broadband service (wireline) for Quarter Ending September, 2015

| Service Provider | Service area | Service Provisioning | Faults Repair | | Billing Performance | | | | Response Time to the Customer for assistance | | Bandwidth utilisation/throughput | | | | Service availability /uptime (for all users) in %age | Packet Loss | Network latency (for wired broadband access) | | |
|------------------|----------------|---|---|---|---------------------|------------------------|--|---|---|---|---|---|--|---|--|--|---|---|---|
| | | %age of connections provided within 15 days of registration of demand | % of faults repaired by next working day (>90%) | % of faults repaired within 3 working day | Rent Rebate | %age of bills disputed | %age of billing complaints resolved within 4 weeks | %age of cases to whom refund of deposits is made within 60 days of closures | %age of calls answered by operator (Voice to voice) within 60 sec | %age of calls answered by operator (Voice to voice) within 90 sec | No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH) | No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH) | % International bandwidth utilization during peak hours (TCBH) (Enclose MRTG) <90% | Broadband Connection Speed available (download) from ISP node to user | | Packet loss (for wired broadband access) in %age | User reference point at POP/ISP Gateway node to International gateway (IGSP/NIXI) | User reference point at ISP Gateway node to International nearest NAP port abroad (terrestrial) | User reference point at ISP Gateway node to International nearest NAP port abroad (satellite) |
| | | 100% | >90% | Q | in nos. | <2% | 100% | 100% within 60 days | >60% | >80% | 0 | 0 | <90% | >80% | >98% | <1% | <120 ms | <350 ms | <800 ms |
| BSNL | All India | 100.00% | 94.04% | 99.71% | 4149 | 0.07% | 100.00% | 100.00% | 93.20% | 95.70% | 0 | 0 | 76.20% | 90.69% | 99.68% | 0.30% | 34 | 190 | NA |
| MTNL | Delhi & Mumbai | 99.96% | 87.05% | 96.63% | 24751 | 0.055% | 100.00% | 100.00% | 90.45% | 91.76% | Nil | 0 | 86.03% | 90.00% | 99.93% | 0.59% | 42 | 290 | NA |

| Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, September, 2015 | | | | | | | | | | | | | | | | | | | |
|--|--------------------------|--|--|--|--------------------------------------|-----------------------|--|---|------------------------------------|--|--|---|---|---|---|--|--|---|--|
| Name of Service Area | Name of Service Provider | Network Related Parameters | | | | | | | | Customer Service Quality Parameters | | | | | | | | | |
| | | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | | POI | Metering and billing | | | | | Response time to the customer for assistance | | Termination / closure of service | |
| | | BTSs Accumulated downtime (not available for service) (%age) | Worst affected BTSs due to downtime (%age) | Call Set-up Success Rate (within licensee's own network) | SDCCH/ Paging Chl. Congestion (%age) | TCH Congestion (%age) | Call Drop Rate (%age) | Worst affected cells having more than 3% TCH drop (call drop) rate (%age) | Connection with good voice quality | Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter) | Metering and billing credibility - post paid | Metering and billing credibility - pre paid | Resolution of billing/charging complaints | Resolution of billing/charging complaints | Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints | Accessibility of call centre/ customer care | Percentage of calls answered by the operators (voice to voice) within 90 seconds | %age requests for Termination / Closure of service complied within 7 days | Time taken for refund of deposits after closures |
| | | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% | ≤ 0.5% | ≤ 0.1% | ≤ 0.1% | 98% within 4 weeks | 100% within 6 weeks | within 1 week of resolution of complaint | ≥ 95% | ≥ 95% | 100% within 7 days | 100% within 60 days |
| Andhra Pradesh | BSNL | 1.42 | 1.98 | 98.37 | 0.47 | 1.21 | 0.82 | 2.89 | 98.00 | 0 | 0.00 | 0.00 | 100.00 | 100.00 | 100.00 | 97.00 | 82.00 | 100.00 | 100.00 |
| Assam | BSNL | 1.93 | 1.82 | 97.87 | 0.46 | 0.83 | 1.99 | 2.87 | 95.13 | 0 | 0.00 | 0.00 | 100.00 | 100.00 | 100.00 | 97.00 | 96.20 | 100.00 | 100.00 |
| Bihar | BSNL | 8.66 | 19.67 | 97.84 | 0.57 | 0.86 | 2.46 | 6.40 | 96.65 | 0 | 0.00 | 0.00 | 99.18 | 100.00 | 100.00 | 99.50 | 96.17 | 100.00 | 100.00 |
| Chennai | BSNL | 0.57 | 1.87 | 96.62 | 0.74 | 1.91 | 0.76 | 1.72 | 99.99 | 0 | 0.03 | 0.01 | 99.00 | 100.00 | 100.00 | 100.00 | 89.27 | 100.00 | 100.00 |
| Delhi | MTNL CDMA | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR | NR |
| Delhi | MTNL GSM | 0.17 | 0.68 | 96.70 | 0.58 | 1.73 | 1.86 | 2.57 | 96.98 | 0 | 0.05 | 0.02 | 100.00 | 100.00 | 100.00 | 95.01 | 99.86 | 100.00 | 100.00 |
| Gujarat | BSNL | 1.94 | 1.97 | 96.85 | 0.14 | 0.79 | 1.08 | 2.86 | 100.00 | 0 | 0.02 | 0.00 | 100.00 | 100.00 | 100.00 | 100.00 | 95.67 | 100.00 | 100.00 |
| Haryana | BSNL | 1.12 | 1.28 | 97.56 | 0.29 | 1.01 | 1.50 | 2.19 | 97.20 | 0 | 0.14 | 0.01 | 100.00 | 100.00 | 100.00 | 100.00 | 93.43 | 100.00 | 100.00 |
| Himachal Pradesh | BSNL | 2.62 | 5.47 | 97.53 | 0.93 | 1.87 | 2.26 | 3.94 | 64.43 | 0 | 0.00 | 0.02 | 100.00 | 100.00 | 100.00 | 100.00 | 75.75 | 100.00 | 100.00 |

| | | | | | | | | | | | | | | | | | | | |
|-----------------|-----------|-------------|--------------|-------|-------------|-------------|-------------|-------------|--------------|---|------|-------------|--------|--------|--------|--------|--------------|--------|--------|
| Jammu & Kashmir | BSNL | 1.61 | 1.67 | 96.25 | 0.43 | 1.51 | 1.57 | 2.25 | 98.26 | 0 | 0.05 | 0.01 | 100.00 | 100.00 | 100.00 | 100.00 | 82.00 | 100.00 | 100.00 |
| Karnataka | BSNL | 1.32 | 1.65 | 98.63 | 0.13 | 0.52 | 0.91 | 2.65 | 97.09 | 0 | 0.02 | 0.03 | 100.00 | 100.00 | 100.00 | 99.00 | 96.53 | 100.00 | 100.00 |
| Kerala | BSNL | 0.40 | 0.46 | 99.00 | 0.17 | 1.35 | 0.63 | 1.64 | 99.93 | 0 | 0.02 | 0.02 | 99.05 | 100.00 | 100.00 | 98.00 | 95.00 | 100.00 | 100.00 |
| Kolkata | BSNL | 3.74 | 11.30 | 99.29 | 0.33 | 0.44 | 0.60 | 2.70 | 99.77 | 0 | 0.02 | 0.10 | 100.00 | 100.00 | 100.00 | 96.00 | 96.67 | 100.00 | 100.00 |
| Madhya Pradesh | BSNL | 1.81 | 1.67 | 96.37 | 0.61 | 1.52 | 1.53 | 2.58 | 97.01 | 0 | 0.02 | 0.04 | 100.00 | 100.00 | 100.00 | 98.00 | 98.81 | 100.00 | 100.00 |
| Maharashtra | BSNL | 1.91 | 1.93 | 95.95 | 0.89 | 1.56 | 1.50 | 2.70 | 95.59 | 0 | 0.00 | 0.02 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 |
| Mumbai | MTNL GSM | 0.60 | 1.08 | 99.06 | 0.33 | 0.10 | 1.45 | 1.94 | 95.40 | 0 | 0.06 | 0.00 | 99.59 | 100.00 | 100.00 | 95.57 | 95.75 | 100.00 | 100.00 |
| Mumbai | MTNL CDMA | 0.25 | 0.00 | 98.79 | 0.87 | 0.02 | 1.45 | 1.88 | 96.34 | 0 | NR | NR | NR | NR | NR | NR | NR | NR | NR |
| North East | BSNL | 2.60 | 8.47 | 95.58 | 3.18 | 3.82 | 3.79 | 7.07 | 92.27 | 0 | 0.03 | 0.03 | 99.50 | 100.00 | 100.00 | 99.00 | 97.81 | 100.00 | 100.00 |
| Orissa | BSNL | 1.50 | 1.94 | 98.22 | 0.59 | 1.78 | 1.83 | 2.89 | 98.17 | 0 | 0.00 | 0.04 | 100.00 | 100.00 | 100.00 | 97.00 | 96.97 | 100.00 | 100.00 |
| Punjab | BSNL | 0.63 | 1.82 | 97.11 | 0.59 | 0.65 | 1.17 | 3.37 | 95.48 | 0 | 0.06 | 0.00 | 100.00 | 100.00 | 100.00 | 100.00 | 82.96 | 100.00 | 100.00 |
| Rajasthan | BSNL | 1.53 | 1.82 | 98.65 | 0.46 | 1.33 | 1.48 | 1.85 | 98.64 | 0 | 0.05 | 0.49 | 99.89 | 100.00 | 100.00 | 97.65 | 74.51 | 100.00 | 100.00 |
| Tamil Nadu | BSNL | 0.73 | 1.50 | 98.81 | 0.16 | 0.60 | 1.04 | 2.32 | 96.73 | 0 | 0.02 | 0.01 | 100.00 | 100.00 | 100.00 | 100.00 | 94.00 | 100.00 | 100.00 |
| UP-East | BSNL | 1.86 | 1.83 | 98.22 | 0.87 | 1.87 | 1.79 | 2.53 | 96.50 | 0 | 0.09 | 0.09 | 98.90 | 100.00 | 100.00 | 99.00 | 97.76 | 100.00 | 100.00 |
| UP-West | BSNL | 0.97 | 1.80 | 97.32 | 0.50 | 1.30 | 1.18 | 1.96 | 96.43 | 0 | 0.01 | 0.01 | 100.00 | 100.00 | 100.00 | 100.00 | 98.18 | 100.00 | 100.00 |
| West Bengal | BSNL | 3.35 | 18.90 | 97.86 | 1.70 | 1.48 | 1.43 | 9.57 | 96.34 | 0 | 0.02 | 0.04 | 99.20 | 100.00 | 100.00 | 98.17 | 98.35 | 100.00 | 100.00 |

| Cellular--3G | | | | | | | | | | | |
|--|--------------------------|--|---|--|--|--|--|---|--|---|--------|
| Annexure | | | | | | | | | | | |
| Performance Monitoring Report on Quality of Service of Cellular Mobile Serivce Providers for quarter ending,September , 2015 | | | | | | | | | | | |
| Name of the Service Area / City | Name of Service Provider | Network Availability | | Connection Establishment (Accessibility) | | | Connection Maintenance (Retainability) | | | POI | |
| | | BTS and Node-B's Accumulated downtime (not available for service) (%age) | Worst affected BTSs and Node-B's due to downtime (%age) | Call Set-up Success Rate (within licensee's own network) | SDCCH/Paging Channel and RRC Congestion (%age) | TCH and Circuit Switched RAB Congestion (%age) | Call Drop and Circuit Switched Voice Drop Rate: (%age) | Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:- CBBH | Connections with good voice quality and Circuit Switch Voice Quality (CSV quality) | Point of Interconnection (POI) Congestion | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | Benchmark | ≤ 2% | ≤ 2% | ≥ 95% | ≤ 1% | ≤ 2% | ≤ 2% | ≤ 3% | ≥ 95% | ≤ 0.5% |
| Andhra Pradesh | BSNL | 0.67 | 1.93 | 97.67 | 0.80 | 1.77 | 0.67 | 2.83 | 99.70 | 0 | |
| ASSAM | BSNL | 1.97 | 1.87 | 95.33 | 0.00 | 0.00 | 2.00 | 2.87 | 95.13 | 0 | |
| Bihar | BSNL | 6.48 | 26.47 | 95.33 | 0.03 | 0.55 | 2.45 | 10.63 | 96.60 | 0 | |
| Chennai | BSNL | 1.17 | 1.83 | 98.00 | 0.90 | 1.90 | 1.13 | 1.83 | 95.80 | 0 | |
| Delhi | MTNL | 0.53 | 1.70 | 96.94 | 0.73 | 1.80 | 1.70 | 2.23 | 96.30 | 0 | |
| Gujarat | BSNL | 1.63 | 1.53 | 96.33 | 0.50 | 1.13 | 1.67 | 2.27 | 100.00 | 0 | |
| Haryana | BSNL | 1.54 | 1.62 | 96.92 | 0.74 | 0.86 | 1.48 | 1.82 | 96.69 | 0 | |
| Himachal Pradesh | BSNL | 1.97 | 1.60 | 97.33 | 0.90 | 1.87 | 1.90 | 2.77 | 96.47 | 0 | |
| Jammu & Kashmir | BSNL | 1.43 | 1.37 | 96.33 | 0.77 | 1.40 | 1.43 | 2.33 | 96.70 | 0 | |
| Karnataka | BSNL | 1.07 | 1.90 | 98.00 | 0.47 | 0.97 | 1.00 | 2.63 | 99.00 | 0 | |
| Kerala | BSNL | 0.30 | 0.40 | 95.33 | 0.13 | 0.57 | 1.37 | 0.10 | 99.83 | 0 | |
| Kolkata | BSNL | 4.27 | 11.13 | 99.00 | 0.33 | 0.47 | 0.63 | 0.33 | 99.80 | 0 | |
| Madhya Pradesh | BSNL | 1.71 | 1.08 | 96.07 | 0.67 | 1.31 | 1.44 | 2.81 | 96.33 | 0 | |
| Maharashtra | BSNL | 1.90 | 1.97 | 96.00 | 0.00 | 1.77 | 1.87 | 2.53 | 95.60 | 0 | |
| Mumbai | MTNL | 0.53 | 1.13 | 95.73 | 0.87 | 1.07 | 1.70 | 2.40 | 98.87 | 0 | |
| North East | BSNL | 1.92 | 9.85 | 95.33 | 2.28 | 2.92 | 2.18 | 3.48 | 95.67 | 0 | |
| Orissa | BSNL | 1.63 | 1.83 | 96.67 | 0.93 | 1.80 | 0.97 | 2.17 | 98.23 | 0 | |
| Punjab | BSNL | 0.50 | 1.80 | 96.00 | 0.83 | 1.27 | 1.77 | 2.93 | 95.77 | 0 | |
| Rajasthan | BSNL | 1.67 | 1.60 | 99.00 | 0.00 | 0.00 | 1.33 | 2.63 | 98.73 | 0 | |
| Tamil Nadu | BSNL | 0.50 | 1.63 | 97.33 | 0.13 | 1.70 | 0.20 | 1.33 | 99.77 | 0 | |
| UP-East | BSNL | 1.87 | 1.84 | 96.83 | 0.80 | 1.83 | 1.74 | 0.00 | 96.50 | 0 | |
| UPW | BSNL | 1.56 | 1.83 | 96.37 | 0.75 | 1.44 | 1.18 | 2.14 | 96.41 | 0 | |
| West Bengal | BSNL | 3.60 | 16.16 | 96.52 | 0.66 | 0.23 | 0.96 | 4.81 | 97.33 | 0 | |

