GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO. 1016
TO BE ANSWERED ON 2nd MARCH, 2016

POOR BROADBAND SERVICES

†1016. SHRIMATI SAKUNTALA LAGURI:
         SHRI CHANDRAKANT KHAIRE:

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

(a)   whether the broadband services are not satisfactory in the country;

(b)   if so, the reaction of the Government thereto;

(c)   the steps taken by the Government in this regard;

(d)   the number of complaints received by the Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in this regard during the last three years and the current year, State-wise; and

(e)   the number of officials found responsible in this regard while probing the said complaints and the action taken against them?

ANSWER

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

(a) to (c) Telecom Regulatory Authority of India (TRAI) has laid down the quality of service standards for broadband service through "Quality of Service of Broadband service Regulations, 2006 dated 6th October, 2006." TRAI has been monitoring the performance of service providers, against the quality of service benchmarks for the various parameters through compliance reports submitted by the service providers on quarterly basis. As per the performance monitoring report for the quarter ending September, 2015 for Broadband services, all the service providers are generally meeting the benchmarks related to the parameters for its Broadband services. Non Compliance with the benchmarks is mainly observed in respect of the parameters (1) "Response time to the customer for assistance %age of calls answered by the operators (voice to voice) within 90 seconds" in 7 service areas of Bharti Airtel Ltd & M/s Atria on All India basis.

BSNL and MTNL have taken several steps to improve their broadband services. Some of these steps are as follows:

<u>BSNL</u>

- New Google Peering at Noida and Mumbai.
- Akamai Caching augmentation by 60 GB has been planned at IGW(International Gate Way) Chennai ,Mumbai and Bangalore.
- Google Caching at 14 locations.
- Upgradation of 47 heavily loaded BNGs (Broadband Network Gateway).

<u>MTNL</u>

- Optimisation of network to provide the better connectivity & assured speed.
- Close monitoring & Review of various internal links of core equipment on routine basis using locally developed tool IP Tester on mobile devices.
- Experts groups have been formed to handle broadband service related complaints.
- Separate teams have been deployed in each area to monitor and quick resolution of issues to further improve the services.

(d) & (e)　　The circle-wise details of number of complaints received by the BSNL and MTNL for their broadband services during the last three years and the current year as given in **Annexure.**

Broadband complaints are, in general, attended by BSNL and MTNL promptly.

Circle-wise details of number of complaints received by the BSNL and MTNL for their broadband services

Name of the Circle	F. Y. 2012-13	F. Y. 2013-14	F. Y. 2014-15	F. Y. 2015-16(upto Jan, 16)
	Total no. of landline Broadband faults registered	Total no. of landline Broadband faults registered	Total no. of landline Broadband faults registered	Total no. of landline Broadband faults registered
BSNL				
ANDMAN & NICOBAR	2190	3483	2096	1664
ANDHRA PRADESH	246340	337931	320983	341063
ASSAM	20175	23050	28503	32456
BIRAR	29028	71832	74056	80366
CHHATTISGARH	14986	14615	17615	13419
KOLKATA	219139	281671	297029	244302
CHENNAI	255414	542541	505582	402042
GUJARAT	171437	180487	152261	115300
HIMACHAL PRADESH	19467	19810	28527	22726
HARYANA	54541	48610	43313	35451
JHARKHAND	23176	35037	30164	26418
JAMMU & KASHMIR	22895	24089	19742	15633
KERALA	349201	468122	271834	582161
KARNATAKA	342981	282534	174152	141693
MAHARASHTRA	153412	246134	247279	227912
MADHYA PRADESH	44084	50792	62775	65176
NOTH EAST-I	9689	9282	7391	6832
NOTH EAST-II	2669	3582	3085	4330
ODISHA	35928	45843	44292	39899
PUNJAB	102593	106481	100063	78726
RAJASTHAN	128864	107174	73601	106881
TAMILNADU	147441	185737	146194	129858
UTTARAKHAND	21990	22346	21922	19147
UTTAR PRADESH(E)	119095	97231	95868	79081
UTTAR PRADESH(W)	63922	70205	65352	55465
WEST BENGAL	52291	59547	52273	47069
MTNL				
DELHI	1236173	1311648	1255530	1060237
MUMBAI	1180449	1255425	1379834	1068673

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