

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
QUESTION NO 18.11.2010
ANSWERED ON
CALL CONGESTION ON INTER CONNECTIONS .

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Shri Narendra Kumar Kashyap

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

- (a) whether there is a problem of call congestion on inter-connection of mobile service providers in some regions of the Country;
- (b) if so, the names of the States where the mobile service is most affected by the problem;
- (c) whether any State-wise assessment has been made with regard to the percentage of call congestion;
- (d) if so, the details thereof;
- (e) whether Telecom Regulatory Authority of India (TRAI) is monitoring the problem of congestion on monthly basis, State-wise particularly Uttar Pradesh; and
- (f) if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI SACHIN PILOT)

(a) to (f) Telecom Regulatory Authority of India Act (TRAI), 1997 (24 of 1997), as per provisions under section 11(1) (b)

(v) mandates the TRAI to “lay down standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunications services”. TRAI has laid down the Quality of Service (QoS) standards for the Point of Interconnection (PoI) Congestion between the networks of Cellular Mobile Service Providers through regulation issued from time to time. The benchmark for the parameter PoI congestion prescribed in the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March 2009 is ? 0.5%. TRAI monitors the performance of Cellular Mobile Telephone service providers, service area wise, against the benchmark for QoS parameter PoI congestion through monthly Congestion reports submitted by service providers. As per the analysis of TRAI for the PoI congestion report for the month of June 2010, the PoI congestion was observed in 77 PIs between Cellular Mobile Service Providers (PIs service area wise congestion report is attached as Annexure). In the attached report it is seen that highest number of PIs having congestion is in Bihar service area with 19 such PIs followed by Uttar Pradesh (East) service area (9 PIs), Uttar Pradesh (West) service area (8 PIs), Gujarat service area (7 PIs) and West Bengal service area (6 PIs).