

Telecom Regulatory Authority of India

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**Quality of Service performance of Fixed Service for the Quarter ending March 2004.**

Telecom Service Providers are required to submit quarterly Performance Reports of their networks under their service area in the format prescribed by the TRAI. The Authority have prescribed specific benchmarks for a number of QoS parameters, to indicate the level of QoS that should be achieved by the operators. For most of the specified benchmarks, the fixed service providers have not met the requirement fully for the quarter ending March 2004.

The salient features of the QoS parameters reported by fixed service providers for the quarter ending March 2004 are as follows:

- Regarding provision of new telephone connections, the performance of almost all operators was found to be below the specified benchmark of **“all new connections to be provided within 7 days after registration of demand”**. Bharti met this criteria for 64 % of the cases in Delhi and 60 % in Karnataka, and Tata’s achievement in Tamil Nadu and Karnataka was 70 % and 19 % respectively. Information regarding this parameter has not been furnished by BSNL, MTNL, Reliance and Tata (Maharashtra) for the quarter.
- In regard to fault incidences, the benchmark is **“3 faults per 100 Subscribers per month”**. Only the predominatly wireless based operators like Reliance and Tata have met the benchmark. Predominatly wire based service providers like BSNL, MTNL & HFCL have not met the benchmark.

- Against the benchmark of “ **more than 90 % faults to be repaired by next working day**”, all the private service providers & BSNL (for 17 out of 26 circles) have met the benchmark. MTNL has failed to meet the benchmark in both metros (Delhi & Mumbai).
  
- In the area of billing credibility, the benchmark is “ **less than 0.1 % of bills disputed in a billing cycle**”. BSNL has met this benchmark in all the circles except MP, A&N, NE-II & Orissa. Among the private operators, the benchmark has been met only in a few circles viz HFCL (Punjab), Bharti (MP, Delhi, Haryana) & Reliance (HP, UP-West, WB). Bharti and Reliance have not met the benchmark in their other circles of operation. Also, Tata (AP, Delhi, Gujarat, Maharashtra), Shyam (Rajasthan) and MTNL (Delhi) have not met the benchmark

In comparison with the performance in the corresponding quarter of last year (viz quarter ending March 2003), there has been an improvement on average in regard to the QoS performance in respect of parameters like “ **provision of new telephones**”, “**fault incidences**” and “**fault repaired by next working day**”. However, “**Metering and Billing**” is an area of concern where the performance of the service providers has deteriorated compared to the corresponding quarter of last year.

(S.N.Gupta)

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