

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1185
TO BE ANSWERED ON 27TH JULY, 2018**

BENCHMARK FOR CALL DROPS

1185. SHRI A.K. SELVARAJ:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that all telecom service providers, except a few, met the call drop benchmark in some areas of the country;
- (b) if so, the details thereof;
- (c) whether it is also a fact that TRAI conducted tests on call drops across the country; and
- (d) if so, the details thereof?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) & (b) Telecom Regulatory Authority of India (TRAI) has issued "The Standards for Quality of Service for Basic (Wireline) and Cellular Mobile Telephone Services (Fifth Amendment) Regulations, 2017" effective from 1st October 2017. These Regulations have prescribed two revised parameters for assessing call drop in mobile network, viz. Call drop-rate Spatial distribution measure (benchmark $\leq 2\%$) implies that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days. Similarly, another new parameter, Call drop-rate Temporal distribution measure (benchmark $\leq 3\%$) will give confidence that on at-least 90% of Days, network performed better than specified 3% benchmark for at-least 97% of the Cells.

As per TRAI Report for the quarter ending March 2018, all TSPs offering mobile services, except a few, are generally meeting both the parameters in all 23 License Service Areas (LSAs). For Call drop-rate Spatial distribution measure, M/s Idea & Tata are not meeting in 5 LSAs each, M/s Telenor in 2 LSAs and M/s BSNL in 1 LSA only. For Call drop-rate Temporal distribution measure, M/s Tata is not meeting in 7 LSAs, M/s Idea & Telenor in 2 LSAs each and M/s BSNL in 1 LSA only.

(c) & (d) For addressing call drops, TRAI regularly undertakes the service drive test of mobile networks in select cities, highways and railway routes to assess the coverage and quality of service around the areas covered in the drive test routes. These tests are conducted by independent agencies and results thereof are shared with concerned TSPs to take appropriate actions in areas having call drops and quality of service issues.

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In the last six months, these tests have been conducted in Aizawl, Bhubaneswar, Guwahati, Itanagar, Ranchi, Indore, Nagpur, Surat, Raipur, Kanpur, Kota, Bhiwani, Coimbatore, Kozhikode, Mysuru, Pudducherry and Vijaywada during quarter ending December 2017 and in Jamshedpur, Kolkata, Aurangabad, Rajkot, Delhi and Belagavi during quarter ending March 2018. Besides, tests have also covered different Highways- Silchar to Guwahati, Hyderabad to Bengaluru, Bengaluru to Belagavi, Belagavi to Mumbai, Patna to Ranchi, Lucknow to Allahabad, Jaipur to Kota and the Railway routes - Dibrugarh to Guwahati, Indore to Bilaspur, Howrah to Gaya, Ahmedabad to Mumbai, Bhubaneswar to Tatanagar and Delhi to Chandigarh during this period.

All test report are published by TRAI on their website www.traigov.in for information of stakeholders.
