

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

**RAJYA SABHA
UNSTARRED QUESTION NO.1811
TO BE ANSWERED ON 28TH DECEMBER, 2018**

DISRUPTION ON CELLULAR NETWORKS

1811. DR. VIKAS MAHATME:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the steps being taken to stop disruption during talking on cellular phone while travelling; and
- (b) whether cellular network providers have taken any steps towards solving this problem?

ANSWER

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

(a) to (b) Department of Telecommunications (DoT) has been interacting with Telecom Service Providers (TSPs) and reviewing the progress of their action-plans for addressing call drops in their mobile networks on a continuous basis.

In order to address call drops on mobile networks, following steps have been taken:

- (i) DoT has taken several policy initiatives to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/liberalisation of spectrum, permitting passive & active infrastructure sharing, notification of Right of Way Rules 2016, making available government land/buildings for installations of towers etc.
- (ii) About 9.74 lakh additional Base Transceiver Stations (BTSs) for 2G/3G/4G-LTE services have been added by TSPs since July 2015 taking the total BTS count in the country to about 20.07 lakh in November 2018. Moreover, about 9.59 lakh 2G/3G Cells have been rectified/optimised by TSPs during July 2016 to October 2018.
- (iii) In order to obtain direct feedback from subscribers, DoT has launched an Interactive Voice Response System (IVRS) wherein, around 2.15 Crore subscribers have been individually contacted since December 2016, of which 30.1 lakh subscribers have participated in the survey. The feedback is shared with the TSPs every week for taking corrective actions in a time bound manner. As a result, about 85,000 individual cases of call drops have been resolved so far.

As a result of continuous efforts, significant improvement has been observed in terms of TSPs' compliance to Telecom Regulatory Authority of India (TRAI) Quality of Services benchmark(s) on Drop Call Rate (DCR) in spite of rapid-increase in traffic volume and more stringent TRAI benchmark(s) effective from 1st October 2017. All TSPs except M/s BSNL in one LSA i.e. West Bengal and M/s Idea in four LSAs i.e. Assam, Himachal Pradesh, Jammu & Kashmir and North East, are compliant to TRAI's benchmark(s) on DCR as per the latest report of quarter ending September 2018.
