

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

**RAJYA SABHA
UNSTARRED QUESTION NO.1827
TO BE ANSWERED ON 28TH DECEMBER, 2018**

PROBLEM OF CALL DROP

1827. SHRIMATI VIPLOVE THAKUR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the main reasons for problem of call drop in the country;
- (b) whether Government proposes to impose any penalty on telecom companies for increasing number of call drops and if so, details thereof and if not, reasons therefor;
- (c) whether Government has formulated any scheme to resolve the problem of call drop and if so, details thereof;
- (d) whether Government proposes to install additional mobile towers in the country and if so, details thereof;
- (e) whether said problem is common in hilly States like Himachal Pradesh; and
- (f) if so, details thereof and reasons therefor, along with corrective measures taken by Government in this regard?

ANSWER

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

(a) The call drop in a mobile network can happen due to many reasons including characteristics of radio propagation for wireless communications, non-availability of sites due to acquisition problems, sealing of sites by local authorities due to fear of Electro-Magnetic Fields (EMF) from mobile radiations etc. Therefore, the occurrence of call drops is found to be common in mobile networks across the world with varying degree of occurrences. Telecom Service Providers (TSPs) in India are required to ensure that the call-drop rate in their mobile networks remain within the benchmarks laid down by Telecom Regulatory Authority of India (TRAI).

(b) Significant improvement has been observed in terms of TSPs' compliance to TRAI's Quality of Services benchmarks on Drop Call Rate (DCR) in spite of rapid-increase in traffic volume and more stringent TRAI benchmarks effective 1st October 2017. TSPs are mostly complying to these benchmarks.

Since 1st October 2017, TRAI has also introduced a revised graded Financial Disincentives (FD) structure based on the extent to which a TSP's performance deviates from the specified DCR benchmark(s). Accordingly, the financial disincentives imposed on non-compliant TSPs are given at **Annexure-I**.

(c) In order to address call drops, 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.
- (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.

(d) As telecom licenses for mobile services are granted at the level of License Service Area (LSA), the number of mobile towers added by TSPs / Infrastructure Providers (IP) in each LSA since February 2017 are mentioned in **Annexure-II**. TSPs have been continuously strengthening the mobile networks across the country to keep pace with increasing usage of mobile networks both for voice & data services.

Regional connectivity programs, through Universal Service Obligation Fund (USOF) in North Eastern Region (NER), Left Wing Extremism (LWE) affected Areas of the country, Andaman & Nicobar Islands and Lakshadweep Islands are under implementation to boost tele-connectivity.

(e) & (f) All TSPs except M/s Idea comply to TRAI's DCR benchmarks in Himachal Pradesh. M/s Idea has been consistently improving its network performance since December 2017 and is close to the benchmark value at 2.24 % against the benchmark of 2 % for the quarter ending September 2018. In Himachal Pradesh LSA, about 11,700 BTS in total have been added by TSPs since July 2015 taking the total BTS count to about 20,000 in November 2018.

**Financial disincentives imposed by TRAI on non-compliant TSPs against
Benchmarks for Drop Call Rate (DCR).**

Quarter ending	Name of TSP	Financial disincentive imposed as per notified Benchmarks (in Rs.)	
		Network QoS DCR Spatial Distribution	Network QoS DCR Temporal Distribution
June 2018	M/s BSNL	Two lakh for One License Service Area (LSA)	Two lakh for One LSA
	M/s Idea	Eight lakh for Four LSAs	Rs. Four lakh for Two LSAs
March 2018	M/s BSNL	One lakh fifty thousand for One LSA	One lakh fifty thousand for One LSA
	M/s Idea	Seven lakh fifty thousand for Five LSAs	Rs. Three lakh for Two LSAs
	M/s Tata	Seven lakh fifty thousand for Five LSAs	Fifteen lakh for Seven LSAs
	M/s Telenor	Three lakh for Two LSAs	Three lakh for Two LSAs

Mobile Towers, License Service Area-wise

Sr.	License Service Area	Tower- count December 2018	Additions since Feb 2017
1	Andhra Pradesh	39,680	5,692
2	Assam	11,444	1,460
3	Bihar	36,147	6,748
4	Delhi	24,096	5,537
5	Gujarat	29,275	3,688
6	Himachal Pradesh	6,048	1,093
7	Haryana	11,782	2,097
8	Jammu & Kashmir	9,037	1,478
9	Karnataka	32,503	4,431
10	Kolkata	11,666	3,168
11	Kerala	16,588	883
12	Mumbai	14,944	755
13	Maharashtra	38,242	2,541
14	Madhya Pradesh	36,394	6,772
15	North-East	7,185	974
16	Odisha	16,719	1,865
17	Punjab	19,628	2,294
18	Rajasthan	27,691	4,037
19	Tamil Nadu (inc Chennai)	40,379	1,536
20	Uttar Pradesh (East)	30,693	975
21	Uttar Pradesh(West)	26,358	3,519
22	West Bengal	20,247	3,023
Total		5,06,746	64,566
