

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 554
TO BE ANSWERED ON 14th DECEMBER, 2018**

FAILURE TO MEET CALL-DROP BENCHMARK

554. SHRIMATI WANSUK SYIEM:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether according to a recent report by the Telecom Regulatory Authority of India, except for a few, all other telecom operators failed to meet call-drop benchmark in drive tests conducted on highways and rail routes;
- (b) the stretches of highways and sections of rail routes covered under the drive tests;
- (c) whether the telecom operators claim that they are investing in mobile towers and boosters in public buildings to improve the situation; and
- (d) whether the Centre has planned to convene a meeting of the telecom operators to sort out the issue, 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) In order to assess the network quality of mobile networks of Telecom Service Providers (TSPs), Telecom Regulatory Authority of India (TRAI) has been regularly conducting Independent Drive Tests (IDTs) in cities, Highways & rail routes.

Recently, IDTs on 8 Highways and 3 sections of Train Routes were conducted during 16th August 2018 to 4th October 2018 wherein Key Performance Indicators (KPIs) including KPIs related to Drop Call Rate were assessed for the mobile networks of the concerned TSPs operating in the respective areas.

The findings of respective Highways and sections of rail routes are mentioned in **Annexure-I**.

(c) In order to improve quality of services, about 9.74 lakh additional Base Transceiver Stations (BTS) for 2G/3G/4G-LTE services have been added by TSPs since July, 2015 across the country, of which 2.88 lakh BTS have been added since 1st April 2018, taking the total BTS count in the country to about 20.07 lakh in November 2018. Besides, TSPs also provide Radio Frequency (RF) Repeaters to strengthen 2G/3G/4G-LTE services in identified pockets such as public buildings, commercial areas etc., subject to technical feasibility and commercial arrangements. Over 25,000 RF Repeaters in total have been added in last 10 months.

(d) 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. DoT has recently interacted with concerned TSPs in October, 2018 to lay emphasis on developing technological solutions by TSPs to monitor & address call drops in their mobile networks.

Details of the Highways and sections of Rail Routes covered in TRAI's Independent Drive Test during 16th August 2018 to 4th October 2018 and the key findings thereof:

Part-I : Highways

Sr.	Highways	Findings thereof
1	Asansol to Gaya	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except M/s BSNL (2G), Tata (2G), Airtel (3G), BSNL (3G) & Idea (3G).
2	Bangalore to Murdeshwar	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Vodafone (2G) & Idea (3G).
3	Dehradun to Nainital	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except BSNL (2G), Idea (2G), BSNL (3G) & Tata (3G).
4	Digha to Asansol	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (3G) & Idea (3G).
5	Gaya to Danapur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (2G) & Tata (2G).
6	Mount Abu to Jodhpur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except BSNL (2G) & BSNL (3G).
7	Raipur to Jagdalpur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (2G), BSNL (2G), Airtel (3G), BSNL (3G), Tata (3G) and Vodafone (3G).
8	Srinagar to Leh	Both the TSPs Airtel & BSNL are not meeting the benchmark of $\leq 2\%$ of Drop Call Rate

Part-II : Sections of Railway Routes

Sr	Railway Routes	Findings thereof
1	Allahabad to Gorakhur	Only RJio is meeting the benchmark of $\leq 2\%$ of Drop Call Rate.
2	Delhi to Mumbai:	
3	Jabalpur to Singrauli	
