

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1986
TO BE ANSWERED ON 17TH MARCH, 2023**

IMPROVING QUALITY OF SERVICES BY MOBILE OPERATORS AND ISPS

1986 Shri Jaggesh:

Will the Minister of Communications be pleased to state:

- (a) whether Government has asked all mobile operators and Internet Service Providers (ISPs) to improve the quality of services, amid rising instances of call drops and deterioration of service quality;
- (b) if so, the reasons for call drops and deterioration of service quality; and
- (c) steps taken by Government in consultation with service providers to improve the quality of services, and the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (c) 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, difficulty in installation of mobile towers due to lack of awareness about Electro-Magnetic Fields (EMF) radiations etc. 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).

TRAI has been monitoring the performance of TSPs for the License Service Area (LSA) as a whole, through Quarterly Performance Monitoring Reports (PMRs) submitted by them against the benchmarks for various Quality of Service parameters (QoS) laid down by TRAI. TRAI imposes financial disincentives for non-compliance with the benchmark, after considering the explanation submitted by Service Providers in this regard. According to the PMRs received from TSPs for cellular mobile services for the quarters ending June-2022, September-2022 and December-2022, all the TSPs are meeting the benchmarks for call drops.

The Government met all mobile operators and Internet Service Providers (ISPs) on 28th December, 2022 to discuss Quality of Service (QoS) related matter. They were intimated about several policy initiatives taken by Department of Telecommunications (DoT) for telecom

infrastructure growth in the country. Service Providers have been directed to put all out efforts to further improve the QoS in the Telecom Sector.

The Government has taken following policy initiatives:

- i. Additional spectrum has been made available for 5G mobile services.
- ii. Spectrum sharing, trading, leasing and surrender have been permitted as per extant Notice Inviting Application (NIA) terms & conditions and guidelines issued from time to time.
- iii. Procedure for Standing Advisory Committee on Radio Frequency Allocation (SACFA) siting clearance for Low Power BTS/ small cells ,i.e, Micro, Pico and Femto cells on existing street furniture/infrastructure has been simplified.
- iv. To facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way Rules (RoW), 2016 on 17th August 2022. These amendments pave the way for deployment of 5G small cells and optical fibre cable on existing street infrastructure and also rationalize the fees and charges paid by the Telecom Licensees for the RoW permissions.
- v. GatiShakti Sanchar portal has been launched to facilitate and expedite RoW permissions, by providing a single interface between all stakeholders including Central and State/UT Government(s), Local bodies and Service Providers.
