

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1937
TO BE ANSWERED ON 12TH DECEMBER, 2024**

RISE IN CALL DROP RATE IN THE COUNTRY

1937 DR. M. THAMBIDURAI:

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that call drop rate is high in India, if so the details thereof;
- (b) whether Telecom Regulatory Authority of India has fixed any upper limit for call drops for service providers, if so the details thereof;
- (c) whether there is any provision for penalising service providers in case of huge call drop rate;
- (d) if so, the details of penalties imposed on service providers during the last three years, year wise, company-wise; and
- (e) the further steps taken by Government to ensure that call drop rates are the lowest?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) As per the Performance Monitoring Report (PMR) published by Telecom Regulatory Authority of India (TRAI), all service providers met the call drop benchmarks, except BSNL in Kerala for the quarter ending Sept-2024.
- (b) Following benchmarks are set by TRAI in its regulation for Drop Call Rate (DCR) parameters:
 - i. DCR Quality of Service Spatial Distribution Measure for Circuit Switched (2G/3G) network (88, 88) (benchmark $\leq 2\%$) implies that at-least 88% of Cells in the service area should perform better than specified 2% benchmark on at-least 88% of days.
 - ii. DCR Quality of Service Spatial Distribution Measure for Packet Switched (4G/5G and beyond) network (92, 92) (benchmark $\leq 2\%$) implies that that at-least 92% of Cells in the service area should perform better than specified 2% benchmark on at-least 92% of days.

(c) & (d) The Quality of Service (QoS) regulations have provisions for imposition of financial disincentives for non-compliance of call drop parameters. The details of financial disincentives imposed on service providers for non-compliance of call drop parameters for last three years is given below:

Service Provider	Financial disincentives imposed (In Lakhs)		
	2021-22	2022-23	2023-24
Airtel	0	0	0
BSNL	7	0	0
MTNL	0	0	1
RJIL	0	0	0
VIL	0	0	0

(e) Government has taken various steps such as assignment of sufficient spectrum, passive and active infrastructure sharing, Right of Way Rules 2024, etc. to facilitate expansion and improvement of Quality of Telecommunication Services. Quality of Service benchmarks have been revised by the Telecom Regulatory Authority of India (TRAI) recently for various parameters of telecom services to ensure better quality of telecom services.
