

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1938
TO BE ANSWERED ON 12TH DECEMBER, 2024**

CALL DROPPING

1938 # SMT. SUNETRA AJIT PAWAR:

Will the Minister of Communications be pleased to state:

- (a) whether consumers are facing a serious problem of call-drops;
- (b) if so, whether the service provided by telecom operators is substandard;
- (c) if so, the details thereof and Government's response thereto;
- (d) whether telecom companies are not strictly complying with the norms;
- (e) if so, the reasons thereof, along with the actions taken by Government against telecom operators failing to adhere to these norms; and
- (f) the steps taken by Government to align latency standards with international benchmarks?

ANSWER

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

(a) to (c) 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. For non-compliance cases, TRAI imposes financial disincentives on the concerned service provider as per the provisions in the regulation.

(d) & (e) Telecom Service Providers are usually found to comply with the specified norms as per PMR published by TRAI on its website. Wherever the benchmarks are not met, the explanation of the concerned service provider for non-compliance is called for and after considering the response of the service provider, financial disincentives are imposed, as per existing regulation.

(f) TRAI in its revised Quality of Service regulations, i.e. "The Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024" notified on 02.08.2024 has revised the benchmark against the Latency parameters for Access (Wireless) services from <250 msec to <75 msec and aligned the measurement methodology with International Telecommunication Union - Telecommunication Standardization Sector (ITU-T) Recommendations.
