

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2258
TO BE ANSWERED ON 12TH MARCH, 2026**

CALL DROP IN MOBILE NETWORKS

2258 SHRI I.S. INBADURAI:

Will the Minister of Communications be pleased to state:

- (a) whether Government has assessed the increase in call drop complaints across urban and rural areas during the last three years and if so, the details thereof, State-wise;
- (b) whether telecom service providers are meeting the Quality of Service (QoS) standards prescribed by TRAI and if so, the compliance status and penalties imposed for violations;
- (c) whether shortage of mobile towers and spectrum congestion are major causes of persistent call drops and if so, the corrective measures undertaken by Government; and
- (d) whether Government has conducted any independent audit of telecom network performance to verify operator claims regarding network coverage and reliability and if so, the findings thereof?

ANSWER

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

(a) As per inputs received from Telecom Regulatory Authority of India (TRAI), complaints regarding call drops have significantly reduced during last three years. Total 347 complaints were received in TRAI during this period. Total 6,894 complaints pertaining to call drop has been received on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal in last 3 years. Details are attached as **Annexure-I**.

(b) & (c) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark of various Quality of Service parameters, as prescribed in regulation by collecting License Service Area (LSA) wise Performance Monitoring Report (PMR) from service providers on regular basis. Wherever the Quality-of-Service benchmarks are not met, the explanation of the concerned service provider is called for and after considering the response of the service provider financial disincentive are imposed on service provider for non-complied QoS parameters.

Accordingly, as per performance submitted by service providers, all the service providers are meeting the benchmark of all networks related QoS parameters of access service (wireless) in all the LSAs in the month of January 2026.

Sufficient Access Spectrum has been made available for providing telecom service through Spectrum Auctions conducted from time to time.

(d) TRAI conducts Independent Drive Tests and Operator Assisted Drive Tests regularly for assessment of mobile network performance and the results are published on TRAI website.

Annexure-I

LSA-wise complaints of call drop during last three years			
Sl. No.	Name of LSA	Complaints received in CPGRAMS Portal	Complaints received in TRAI
1	Andhra Pradesh	58	18
2	Assam	71	1
3	Bihar	558	21
4	Delhi	152	53
5	Gujarat	229	29
6	Haryana	130	8
7	Himachal Pradesh	60	2
8	Jammu and Kashmir	51	0
9	Karnataka	1380	1
10	Kerala	98	11
11	Madhya Pradesh	390	18
12	Maharashtra (including Mumbai LSA)	288	56
13	North East	179	1
14	Odisha	309	16
15	Punjab	591	3
16	Rajasthan	279	30
17	Tamil Nadu	167	12
18	Uttar Pradesh (East & West)	1351	42
19	West Bengal (including Kolkata LSA)	553	25
	Grand Total	6894	347
