

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3063
TO BE ANSWERED ON 19TH MARCH, 2026**

SURGE IN CALL DROPS

3063 SHRI K.R.N. RAJESHKUMAR:

Will the Minister of Communications be pleased to state:

- (a) whether Government has conducted an audit of surge in call drops and network congestion reported by users following the nationwide migration to 5G services;
- (b) the details of stringent benchmarks recently revised by TRAI for Quality of Service (QoS) and the penalties imposed on Telecom Service Providers (TSPs) for failing to meet these standards during the last two quarters of the current year; and
- (c) the status of 4G Saturation Scheme meant to provide mobile coverage to uncovered villages and the timeline for completing the remaining 0.1 per cent of districts currently without 5G access?

ANSWER

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

- (a) Telecom Regulatory Authority of India (TRAI) conducts Independent Drive Tests and Operator Assisted Drive Tests based on the issues observed in the Performance Monitoring Report (PMR) submitted by Telecom Service Providers (TSPs) to TRAI of all mobile network technologies which includes 5G to assess quality of service parameters in the area. The findings of drive tests are shared with the respective TSPs to take necessary remedial action to remove the deficiencies observed in the drive tests. The details are available on TRAI website.
- (b) Details of benchmark of QoS parameters related to call drops prescribed for access service (wireless) vide TRAI's regulation dated 02.08.2024 are attached as **Annexure-I**. Further, details of Financial Disincentives (FD) imposed on TSPs for non-compliance of benchmark of various QoS parameters of Access Service (Wireless) during the last two quarters is as given below:

S.N.	Months	Bharti Airtel Ltd. (in Lakhs)	BSNL (in Lakhs)	MTNL (in Lakhs)	Reliance Jio Infocomm Ltd. (in Lakhs)	Vodafone Idea Ltd. (in Lakhs)
1	July-25	3.00	1.00	6.00	0	8.00
2	Aug-25	2.00	6.00	7.00	0	3.00
3	Sept-25	Show Cause Notice Issued				
4	Oct-25	Show Cause Notice Issued				
5	Nov-25	Show Cause Notice Issued				
6	Dec-25	Performance Report under examination				

- (c) Mobile coverage for inhabited uncovered villages is provided by Government and the TSPs in a phased manner. As on 28.02.2026, under Digital Bharat Nidhi 4G saturation mobile project,

21,328 villages across the country have been covered with 4G mobile services from 14,301 towers made on air. Further, installation of new Base Transceiver Station (BTS) is based on techno-commercial feasibility of TSPs.

Details of benchmark of QoS parameters related to call drops prescribed for Access Service (wireless)		
S. N.	Name of QoS Parameter	Present Benchmark
1	Cumulative downtime (Cells not available for service)	$\leq 1.5\%$
2	Worst Affected Cells due to downtime	$\leq 1.5\%$
3	Call Set-up Success Rate: Intra- Service provider	$\geq 98\%$
4	Call Set-up Success Rate: Inter-Service provider	$\geq 95\%$
5	Dropped Call Rate (DCR) QoS Spatial Distribution (QSD) Measure for Circuit Switched (CS) (2G/3G) network [CS QSD (88, 88)]	$\leq 2\%$
6	DCR Spatial Distribution Measure for Packet Switched (PS) (4G/5G and beyond) network [PS QSD (93, 93)]	$\leq 2\%$
7	Downlink Packet Drop Rate (DLPDR) for Packet Switched Network (4G/5G and beyond) [DLPDR QSD (88, 88)]	$\leq 2\%$
8	Uplink Packet Drop Rate (ULPDR) for Packet Switched (4G/5G and beyond) [ULPDR QSD (88, 88)]	$\leq 2\%$
9	Latency (in 4G and 5G network)	≤ 75 msec
10	Packet Drop Rate (in 4G and 5G network)	$\leq 3\%$
