

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 653  
TO BE ANSWERED ON 05<sup>TH</sup> FEBRUARY, 2026**

**CALL DROPS**

**653 SHRI C. VE. SHANMUGAM:**

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that there has been an ever increasing number of call drops in mobile usage;
- (b) if so, the details thereof;
- (c) whether Government has made any survey in this regard;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the details of action taken in this regard?

**ANSWER**

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

- (a) & (b) As per Performance Monitoring Report published by Telecom Regulatory Authority of India (TRAI) for the month of December-25, all Telecom Service Providers (TSPs) are meeting call drop benchmarks in the country.
- (c) & (d) TRAI conducts Independent Drive Test (IDT) in all LSAs across the country and publishes the findings through an IDT report. TRAI also conducts Operator Assisted Drive Test (OADT) with assistance from TSPs. Both the IDT and OADT reports are also published on TRAI website on regular basis
- (e) Following steps have been taken by the government to improve quality of service –
  - i. TRAI has revised Quality of Service benchmarks on 02.08.2024 applicable from 01.10.2024 for various parameters, and performance of service providers against the benchmark is regularly monitored by TRAI to ensure better quality of services.
  - ii. Assignment of sufficient spectrum for mobile services through auction.
  - iii. Spectrum sharing, trading and surrender has been permitted for efficient use of spectrum.
  - iv. Simplification of Procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
  - v. Notification of Telecommunications Right of Way (RoW) Rules and launch of PM GatiShakti Sanchar portal has resulted in streamlining of RoW permissions and expeditious clearance for installation of telecom infrastructure.

The above steps facilitated TSPs to expand their network and to improve quality of service.

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