

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 1454
TO BE ANSWERED ON 27TH DECEMBER, 2017
RESOLUTION OF CALL DROP

1454. SHRI RAJESH PANDEY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the problem of call drop is still persisting in the country and if so, the details thereof including the number of instances of call drop in percentage terms reported by the customers of Telecom Service Providers (TSP) during each of the last three years and the current year, TSP-wise;
- (b) whether the Government has started/proposed to start a consumer helpline to resolve the problem of call drop and if so, the details thereof; and
- (c) the overall steps taken by the Government to resolve the menace of call drop?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) The problem of call drop has been reported by the subscribers from time to time and as per the measures taken by the Government, Telecom Regulatory Authority of India (TRAI) and Telecom Service Providers (TSPs), it has been resolved to a significant extent.

The total number of Call drop/ Improper Network Coverage complaints received in the Department of Telecommunications during the last three years and current year i.e. from 1st January 2014 to 18th December, 2017 is as per details in **Annexure – I**.

The total number of Call drop/ Improper Network Coverage complaints received in the TRAI during the last three years and current year i.e. from 1st January 2014 to 18th December, 2017 is as per details in **Annexure – I**.

(b) & (c) In order to obtain direct feedback from subscribers, DoT had launched an Interactive Voice Response System (IVRS) on call drop on 23/12/2016. Through this IVRS system, a subscriber receives a telephone call with short code 1955 and is requested to respond to a few questions on problem of frequent call drops faced during last one month. Subscriber is also requested to send SMS to toll-free number 1955 giving the name of the city, town or village where he experiences frequent call drops. To resolve the menace of call drop Government has taken following steps/initiatives:

- (i) making available sufficient spectrum for mobile services including auction of 965 MHz in 2016,
- (ii) allowing Spectrum Sharing, Trading and Liberalisation of administratively allocated spectrum as per the guidelines to facilitate efficient utilisation,
- (iii) permitting sharing of active as well as passive infrastructure by the telecom service providers for achieving higher utilisation efficiency,
- (iv) notification of Indian Telegraph Right of Way Rules, 2016 in November 2016 for regulating underground infrastructure (optical fibre) and over-ground infrastructure (mobile towers),
- (v) periodic review of expansion of mobile networks and related improvements carried out by the Telecom Service Providers (TSPs)- leading to addition of around 6.35 lakh additional Base Transceiver Stations on aggregate basis for 2G/3G/4G services during the period- July 2015 to November 2017.

Contd...2/-

TSP wise Grievances Booked on CPGRMS Portal

S.N.	Telecom Service Provider	Complaints received in percentage terms regarding Call Drop / Improper Network Coverage			
		2014 (1 st Jan-31 st Dec)	2015 (1 st Jan-31 st Dec)	2016 (1 st Jan-31 st Dec)	2017 (1 st Jan-18 th Dec)
1	Aircel Cellular	4.3%	3.2%	3.3%	1.3%
2	Bharti Airtel	18.7%	28.5%	22.7%	25.2%
3	BSNL	27.9%	21.1%	29.3%	25.5%
4	Idea Cellular	6.4%	7.7%	9.3%	6.7%
5	MTNL	6.4%	4.1%	4%	5.2%
6	Reliance Communications	21.6%	18.6%	14.2%	6.6%
7	Reliance Jio Infocom	0%	0%	3.8%	18.8%
8	Vodafone Essar Ltd.	14.4%	16.4%	12.8%	10.3%

Service provider wise complaints in percentage terms relating to Call drop received by the TRAI:

S. N.	Name of Service Provider	2014	2015	2016	2017 (1.1.17 to 18.12.17)
1	MTNL	0%	2%	1%	1.5%
2	BSNL	24%	9%	4%	1.5%
3	Aircel/ Dishnet	6%	5%	2%	0.5%
4	Airtel	17%	27%	40%	48.2%
5	Loop	3%	0%	0%	0%
6	Idea	13%	10%	13%	12.3%
7	R.CoM	19%	13%	12%	7%
8	MTS	0%	2%	0%	0.2%
9	TTSL	3%	3%	3%	0.7%
10	Uninor/Telenor	0%	2%	1%	0.5%
11	Vodafone	16%	29%	23%	20.8%
12	Videocon	0%	1%	0%	0%
13	Rel. Jio	0%	0%	0%	6.5%
