

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1888  
TO BE ANSWERED ON 7<sup>th</sup> MARCH, 2018**

**CALL DROPS**

1888. SHRIMATI SANTOSH AHLAWAT:  
DR. THOKCHOM MEINYA:  
SHRI R. DHRUVA NARAYANA:  
SHRI RAJIV PRATAP RUDY:  
SHRI C.S. PUTTA RAJU:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether there has been an increase in the instances of call drops reported in the country;
- (b) if so, the details regarding call drops reported during each of the last three years State/UT-wise and telecom company-wise along with the steps taken by the Government to check the call drop problem and to facilitate improvement and expansion of telecommunication services;
- (c) whether the Government has devised a mechanism so that any call which drops prior to disconnection by the dialler or the receiver should be deemed as calls not made and no tariff should be charged or paid for it;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) whether the Government has observed any improvement in the compliance to benchmarks notified by Telecom Regulatory Authority of India (TRAI) for call drop rate, if so, the details thereof?

**ANSWER**

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

(a) (b) & (e) As a result of the continuous efforts put-in by the Government and Telecom Service Providers (TSPs), consistent improvements have been noted in compliance to Telecom Regulatory Authority of India's (TRAI) Quality of service benchmarks for both 2G and 3G services.

As per TRAI's latest Performance Indicator Report for the quarter, July to September 2017, all TSPs providing 2G and 3G services comply to TRAI's Call drop benchmark of  $\leq 2\%$  for Licensed Service Area (LSA) as a whole.

Further, compliance to another benchmark, Worst affected cells having Traffic Channel (TCH) drop rate with benchmark  $\leq 3\%$  has also improved consistently. For 2G services, non-compliance in this regard has significantly decreased from 54 in quarter ending September 2015 to 20 in quarter ending September 2017. For 3G services, non-compliance in this regard has significantly decreased from 20 to 09 in the corresponding period.

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Since TRAI Quality of services benchmarks are applicable to License Service Area (LSA) as whole, the details regarding call drops reported in each LSA during the last three years are mentioned in **Annexure-I** for 2G services and **Annexure-II** for 3G services.

In order to facilitate improvement and expansion of telecommunication services, the Government has initiated a series of measures which includes:

- (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 6.6535 lakh additional Base Transceiver Stations on aggregate basis for 2G/3G/4G services during the period- July 2015 to February 2018,
  - (vi) launching of Interactive Voice Response Service (IVRS) on call drop to get direct feedback from mobile subscribers and sharing the feedback with TSPs – since its launch TSPs have resolved 58,700 individual cases by taking remedial actions until 31<sup>st</sup> January 2018 and the call drops reported by individual subscribers have shown a drop of over 8% in the last 12 months.
  - (vii) facilitating use of Government estate for installation of mobile towers on multiple-sharing basis,
  - (viii) launching of Tarang Sanchar, a public web portal for information sharing on mobile towers and their EMF compliances, in May 2017.
- (c) & (d) In the case of call drop, the customer is charged for the actual duration of the call till the call is dropped. However, to compensate the consumers for such dropped call, TRAI, through Telecom Consumers Protection (9th Amendment), 2015 dated 16.10.2015 had mandated the originating service provider to credit the account of the calling consumer by one rupee for each dropped call within its network, subject to a maximum of Rs. 3 per day. However, the Hon'ble Supreme Court has set aside the regulation vide order dated 11.05.2016.

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## Annexure-1

Quarter	July to September 2015		July to September 2016		July to September 2017	
Performance Benchmarks for call drop rate	Call Drop Rate	Worst affected cells having more than 3% TCH drop	Call Drop Rate	Worst affected cells having more than 3% TCH drop	Call Drop Rate	Worst affected cells having more than 3% TCH drop
Benchmark(s)	≤ 2%	≤ 3%	≤ 2%	≤ 3%	≤ 2%	≤ 3%
<b>License Service Area</b>	<b>Non-complying TSPs for 2G services</b>					
Andhra Pradesh		Aircel, Tata		Vodafone		
Assam		Aircel		Aircel		Aircel
Bihar	BSNL	Aircel, BSNL, Tata,		Aircel, Telenor		Aircel, Telenor, Tata,
Delhi		Aircel		Aircel		Aircel
Gujarat		Tata,		Telenor		
Haryana	Aircel	Aircel, Tata,				
Himachal Pradesh	BSNL	Aircel, BSNL, Tata		Aircel		Aircel
Jammu & Kashmir		Aircel		Aircel		Aircel
Karnataka		Aircel, Tata				
Kerala		Tata		Aircel		Aircel
Kolkata		Aircel, Tata		TTSL		
Madhya Pradesh		Tata, Vodafone		Vodafone		Vodafone
Maharashtra		Aircel, Tata		Telenor		Telenor
Mumbai		Aircel, Tata		Aircel, Vodafone		Aircel
North East	BSNL	Aircel, BSNL		Aircel		Aircel
Odisha		Aircel, Tata		Aircel		Aircel
Punjab		Aircel, BSNL, Tata				Tata
Rajasthan		Aircel, Tata		Aircel		Aircel, Tata
Tamil Nadu		Aircel, Tata		Aircel		Aircel
Uttar Pradesh (East)		Tata , Vodafone		Telenor, Vodafone		Telenor
Uttar Pradesh (West)		Tata		Telenor		
West Bengal		Aircel, BSNL, Tata		Aircel, BSNL		Aircel, BSNL

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Quarter	July to September 2015		July to September 2016		July to September 2017	
Performance Benchmarks for call drop rate	Call Drop Rate	Worst affected cells having more than 3% TCH drop	Call Drop Rate	Worst affected cells having more than 3% TCH drop	Call Drop Rate	Worst affected cells having more than 3% TCH drop
Benchmark(s)	2%	3%	2%	3%	2%	3%
License Service Area	Non-complying TSPs for 3G services					
Andhra Pradesh		Aircel				
Assam		Aircel		Aircel		Aircel
Bihar	BSNL	Aircel, BSNL		Aircel		Aircel
Delhi						R-Com
Gujarat		Tata				
Haryana		Vodafone				
Himachal Pradesh						
Jammu & Kashmir		Aircel		Aircel, Airtel		Aircel
Karnataka		Aircel		Aircel		
Kerala		Tata				
Kolkata						
Madhya Pradesh		Tata				
Maharashtra		Tata				
Mumbai						
North East	BSNL	Aircel, BSNL		Aircel		Aircel
Odisha		Aircel		Aircel		Aircel
Punjab		Aircel		Aircel		
Rajasthan						
Tamil Nadu		Aircel		Aircel		Aircel
Uttar Pradesh (East)		Aircel, Vodafone		Aircel, Vodafone		
Uttar Pradesh (West)		Tata		Tata		
West Bengal		BSNL		BSNL		Aircel, BSNL

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