

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

**LOK SABHA
UNSTARRED QUESTION NO. 2067
TO BE ANSWERED ON 7th MARCH, 2018**

SUB-STANDARD MOBILE HANDSET

2067. SHRI PARVESH SAHIB SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether sub-standard mobile handsets are one of the reasons for the menace of call drops and if so, the details thereof;
- (b) the standards/norms, if any, laid down by the Government to be complied with by mobile handset in the market;
- (c) whether any standards have been laid down that must be mandatorily be complied with by mobile handsets in the market;
- (d) whether a body or a process is in place to ensure inspection and approval of such handsets for import or domestic production and sale in the country and if so, the details thereof; and
- (e) whether such standards and checks have resulted in prevention of the import or domestic production and sale of such sub-standard handsets in the country?

ANSWER

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

(a) to (e) Apart from network problems, call drop can occur due to reasons attributable to consumer or due to the environment in which the consumer is using the mobile. The reasons which can be attributable to the consumer could be mobile handset issues such as poor handset quality and sensitivity, battery drain issues etc.

Ministry of Electronics & Information Technology (MeitY) has notified the "Electronics and IT Goods (Requirement for Compulsory Registration) Order, 2012" (CRO) on 3rd October, 2012 under the ambit of the Registration Scheme notified by Bureau of Indian Standards (BIS) under the BIS Act 1986 to ensure the safety of the Indian Consumers. The order mandates '*Indian Safety Standards*' for the notified goods. The Mobile phones have been notified under the schedule of Order for compliance as per IS 13252: (part-1): 2010 vide notification dated 13th November, 2014 and has come into effect from 13th September, 2015. Further, the compliance to Indian Language support for mobile phone as per IS 16333 (part 3): 2016 has been notified on 24th October, 2016 and has come into effect from 23rd February, 2018.

Contd....2/-

As per the provision of Order, the manufacturers of the notified goods have to seek registration from the BIS based on compliance test reports from BIS recognized laboratories as per relevant Indian Standards. As per the provisions of the Order, no person shall by himself or through any person on his behalf manufacture or store for sale, import, sell or distribute goods which do not conform to the specified standard and do not bear the "Standard Mark" after obtaining the Unique Registration Number from the Bureau. The Customs authorities are responsible for ensuring that only registered notified goods are allowed to be imported into the country. Further, to ensure the compliance of the Order, surveillance is being executed by Ministry of Electronics & Information Technology (MeitY).

The Compulsory Registration Order has resulted in high compliance of notified electronic goods to Indian safety standards. As on date, more than 1100 registrations have been granted by BIS to all manufacturing units covering approximately 55,000 products models/ series.
