

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2510  
TO BE ANSWERED ON 1<sup>ST</sup> AUGUST, 2018**

**TEST ON CALL DROP**

2510. SHRI RAM CHARITRA NISHAD:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether all Telecom Service Providers (TSPs) except few met the drop call benchmark in some areas of the country;
- (b) if so, the details thereof;
- (c) whether the TRAI has conducted any tests on call drop across the country; and
- (d) if so, the details and the outcome 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) Telecom Regulatory Authority of India (TRAI) has issued “The Standards for Quality of Service for Basic (Wireline) and Cellular Mobile Telephone Services (Fifth Amendment) Regulations, 2017” effective from 1<sup>st</sup> October 2017. These Regulations have prescribed two revised parameters for assessing call drop in mobile network, viz. Call drop-rate Spatial distribution measure (benchmark  $\leq 2\%$ ) implies that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days. Similarly, another new parameter, Call drop-rate Temporal distribution measure (benchmark  $\leq 3\%$ ) will give confidence that on at-least 90% of Days, network performed better than specified 3% benchmark for at-least 97% of the Cells.

As per TRAI Report for the quarter ending March 2018, all TSPs offering mobile services, except a few, are generally meeting both the parameters in all 23 License Service Areas (LSAs). For Call drop-rate Spatial distribution measure (benchmark  $\leq 2\%$ ), M/s Idea & Tata are not meeting in 5 LSAs each, M/s Telenor in 2 LSAs and M/s BSNL in 1 LSA only. For Call drop-rate Temporal distribution measure (benchmark  $\leq 3\%$ ), M/s Tata is not meeting in 7 LSAs, M/s Idea & Telenor in 2 LSAs each and M/s BSNL in 1 LSA only.

(c) & (d) For addressing call drops, TRAI regularly undertakes the service drive test of mobile networks in select cities, highways and railway routes to assess the coverage and quality of service around the areas covered in the drive test routes. These tests are conducted by independent agencies for 2G/3G/4G services and results thereof are shared with concerned TSPs to take appropriate actions in areas having call drops and quality of service issues.

The details of tests conducted in the last six months and outcomes thereof has been placed in **Annexure-I**.

**Annexure-I**

The summary of Independent Drive Test conducted by TRAI in the following cities during January to June, 2018 areas is given below:

<b>Sr.</b>	<b>Cities</b>	<b>Outcome thereof</b>
1.	Chandigarh	All TSPs have met the benchmarks
2.	Hyderabad	
3.	Kolkata	
4.	Thiruvananthapuram	
5.	Hisar	
6.	Belagavi	
7.	Delhi Area (including Ghaziabad, Noida, Gurugram & Faridabad)	All TSPs have met the benchmarks, except M/s MTNL
8.	Ludhiana	All TSPs have met the benchmarks, except M/s BSNL (3G)
9.	Meerut	
10.	Gwalior	
11.	Nasik	All TSPs except M/s Tata (3G) & BSNL (3G) have met the benchmarks.
12.	Ahmedabad	
13.	Aurangabad	
14.	Agra	All TSPs have met the benchmarks, except M/s Airtel (3G) and BSNL (3G)
15.	Srinagar	
16.	Imphal	All TSPs have met the benchmarks, except M/s Idea (3G), BSNL (3G)
17.	Rajkot	All TSPs have met the benchmarks, except M/s Tata (3G) & BSNL (2G & 3G).
18.	Lucknow	All TSPs have met the benchmarks, except M/s Idea (2G), Tata (3G) & BSNL (2G).
19.	Shimla	M/s Tata(2G), Vodafone (3G), Reliance Jio have met the benchmarks
20.	Gangtok	M/s Idea (2G) and Reliance Jio have met the benchmarks
21.	Shillong	M/s Airtel (2G), Idea (2G & 3G), Reliance Jio have met the benchmarks
22.	Jamshedpur	All TSPs have met the benchmarks for 2G services except M/s BSNL.
23.	Kohima	Airtel (2G) & Reliance Jio have met the benchmarks.

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