

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 3588
TO BE ANSWERED ON 8TH AUGUST, 2018
CALL DROPS**

†3588. SHRI HARI MANJHI:
SHRI SANKAR PRASAD DATTA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of call drops reported per day across the country, State/UT-wise and Telecom Service Providers (TSP)- wise;
- (b) whether the cases of wrongfully hiding the issue of call drops by the TSPs have come to the notice of the Government and if so, the details thereof and the action taken by the Government against the erring TSPs; and
- (c) the manner in which telecom customers are likely to be compensated on account of losses incurred by them?

ANSWER

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

(a) As per Telecom Regulatory Authority of India (TRAI) Act, 1997, the quality of services including assessment of call drops rate in mobile networks is regulated by TRAI through the notified 'Standards for Quality of Services for Basic (Wireline) and Cellular Mobile Telephone Services Regulations' as amended from time to time.

TRAI has revised the Call drop-rate benchmarks and its assessment methodology with effect from 1stOctober 2017. The first parameter, Call drop-rate Spatial distribution measure (benchmark \leq 2%) mandates that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days in a quarter. The second parameter, Call drop-rate Temporal distribution measure (benchmark \leq 3%) will give confidence that on at-least 90% of Days in a quarter, network has performed better than specified 3% benchmark for at-least 97% of the Cells.

TRAI undertakes the assessment of Call drop rates in mobile networks against the specified benchmarks on quarterly basis. Accordingly, LSA-wise TSP-wise compliance status as per Report for the quarter ending March 2018 is placed as **Annexure-I**.

(b) No such cases have come to the notice of the Government.

(c) In the case of call drops, the customer is charged for the actual duration of the call i.e. till the call drops. However, to compensate the consumers for such dropped calls, TRAI through Telecom Consumers Protection (9th Amendment), 2015 dated 16thOctober 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 Rupees 3/- per day. However, the Hon'ble Supreme Court has set aside the Regulation vide order dated 11thMay 2016.

Call drop rate benchmarks:

LSA-wise status of compliance by TSPs, as per TRAI Report for quarter ending March 2018 is listed below:

Sr.	License Service Area (LSA)	Non-compliant TSPs as per TRAI Call drop-rate benchmarks	
		Spatial distribution measure (benchmark ≤ 2%)	Temporal distribution measure (benchmark ≤ 3%)
LSAs with full compliance by all TSPs.			
1	Andhra Pradesh	All TSPs comply.	
2	Chennai	All TSPs comply.	
3	Delhi	All TSPs comply.	
4	Karnataka	All TSPs comply.	
5	Kolkata	All TSPs comply.	
6	Kerala	All TSPs comply.	
7	Madhya Pradesh	All TSPs comply.	
8	Odisha	All TSPs comply.	
9	Tamil Nadu	All TSPs comply.	
LSAs with non-compliance by a few TSPs			
10	Assam	M/s Idea	M/s Idea
11	Bihar	M/s BSNL	All TSPs comply
12	Gujarat	All TSPs comply.	M/s Tata
13	Himachal Pradesh	M/s Idea	All TSPs comply.
14	Haryana	M/s Tata	M/s Tata
15	Jammu & Kashmir	M/s Idea	All TSPs comply.
16	Mumbai	All TSPs comply.	M/s Tata
17	Maharashtra	M/s Telenor	M/s Telenor
18	North-East	M/s Idea	M/s Idea
19	Punjab	M/s Tata	M/s Tata
20	Rajasthan	M/s Tata	M/s Tata
21	Uttar Pradesh (East)	M/s Tata, M/s Telenor	M/s Tata, M/s Telenor
22	Uttar Pradesh(West)	M/s Tata	M/s Tata
23	West Bengal	M/s BSNL	M/s BSNL
