GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO.2460
TO BE ANSWERED ON 26TH DECEMBER, 2018

CALL DROP AND POOR MOBILE NETWORK

†2460. SHRIMATI RANJEET RANJAN:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether there is an issue of regular call drop due to poor mobile network in the country and if so, the details thereof including the incidents of call drops reported during each of the last three years and the current year, State/UT-wise;

(b)   whether Digital India Programme is not proving successful due to poor mobile network and if so, the steps taken by the Government in this regard; and

(c)   whether the Government is aware of the pitiable condition of BSNL and is taking any step for its improvement and if so, the details in this regard?

ANSWER

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

(a)   The call drop in a mobile network can happen due to many reasons including characteristics of radio propagation for wireless communications, non-availability of sites due to acquisition problems, sealing of sites by local authorities due to fear of Electro-Magnetic Fields (EMF) from mobile radiations etc.

As per Telecom Regulatory Authority of India (TRAI) Report, Telecom Service Providers are mostly complying with TRAI benchmarks related to call drop rate.

The number of incidents of call drops reported through Centralised Public Grievance Redressal And Monitoring System (CPGRAMS) to Department of Telecommunications (DoT) from each State/ Union Territory for the last three years and the current year, up to 18th December 2018, are given at **Annexure-I.**

(b)   In order to further strengthen mobile network infrastructure and realise vision of Digital India, the following steps have been taken:

(i)   DoT has taken several policy initiatives to facilitate infrastructure growth for delivery of quality services such as permitting trading/sharing/ liberalisation of spectrum, permitting passive & active infrastructure sharing, notification of Right of Way Rules 2016, making available government land/buildings for installation of towers etc.

(ii)   About 9.74 lakh additional Base Transceiver Stations (BTS) for 2G/3G/4G-LTE services have been added by TSPs since July 2015, taking the total BTS count in the country to about 20.07 lakh in November 2018 serving 491 million internet

subscribers, with average data usage of about 3.2 Giga Bytes (GB) per subscriber per month.

(iii) Under BharatNet Project, Optical Fibre Cable (OFC) has been laid to about 1.22 lakh Gram Panchayats (GPs) and about 1.16 lakh GPs have been declared 'service-ready' as on 20th December 2018.

 The OFC-based connectivity to GPs is being further extended to the villages through deployment of Public Wi Fi Hotspots to provide access of telecom services to multiple users. As on 17th December 2018, public Wi Fi Hotspots has been installed in 39,370 GPs.

(iv) Regional connectivity programs, through Universal Service Obligation Fund (USOF) in North Eastern Region (NER), Left Wing Extremism (LWE) affected Areas of the country, Andaman & Nicobar Islands and Lakshadweep Islands are under-implementation to boost tele-connectivity.

As a result of these initiatives by the Government and stakeholders, 2G mobile services cover about 97% of population in the country. Similarly, 3G and 4G-LTE mobile service covers about 75 % and 88 % of the population in the country respectively.

(c) BSNL complies to the Call-drop rate benchmarks, prescribed by TRAI in all License Service Areas except West Bengal for the quarter ending September, 2018.

In order to further improve its mobile services, BSNL has undertaken roll out of Phase VIII.4 of network expansion in which installation of additional 23311 BTS for 2G, 36381 BTS for 3G, and 8407 for 4G services has been planned. As on 31st October 2018, 15573 BTS for 2G, 20681 for 3G and 380 for 4G services are already functional. Besides, continuous Drive Tests and network optimisation activities are carried out.

State/ Union Territory-wise, total number of consumer complaints received in Public Grievances Cell, DoT through CPGRAMS against Call drop/ improper Network coverage during the last three years and the current year are as follows:

Sr.	Name of State/ UT	Received During Year			
		2015	2016	2017	2018 up to 19.12.2018
1	Andaman And Nicobar Islands	6	3	8	4
2	Andhra Pradesh	39	56	58	21
3	Arunachal Pradesh	5	5	11	2
4	Assam	49	93	93	27
5	Bihar	147	164	331	70
6	Chandigarh	16	139	71	7
7	Chhattisgarh	22	27	91	29
8	Dadra and Nagar Haveli	1	1	3	0
9	Daman and Diu	0	0	0	0
10	Delhi	513	433	628	182
11	Goa	5	9	13	1
12	Gujarat	74	117	197	55
13	Haryana	161	182	230	88
14	Himachal Pradesh	15	22	37	8
15	Jammu And Kashmir	23	60	113	14
16	Jharkhand	77	114	105	30
17	Karnataka	96	86	146	135
18	Kerala	14	27	42	32
19	Lakshadweep	0	0	0	0
20	Madhya Pradesh	93	86	124	21
21	Maharashtra	461	453	513	172
22	Manipur	1	0	1	0
23	Meghalaya	5	7	8	2
24	Mizoram	1	6	5	1
25	Nagaland	0	1	1	0
26	Odisha	110	88	119	71
27	Puducherry	1	8	9	1
28	Punjab	76	80	65	38
29	Rajasthan	127	159	232	87
30	Sikkim	4	2	3	0
31	Tamilnadu	176	156	161	65
32	Telangana	55	96	83	29
33	Tripura	1	10	23	2
34	Uttar Pradesh	329	421	654	291
35	Uttarakhand	7	40	75	29
36	West Bengal	184	143	281	106
	Total	**2894**	**3294**	**4534**	**1620**

****