

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 1037
TO BE ANSWERED ON 8TH FEBRUARY, 2023
CALL DROPS ON 5G NETWORK

†1037. **SHRI SHANKAR LALWANI:**

DR. BHARATIBEN DHIRUBHAI SHIYAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that presently number of call drops is continuously increasing especially on 5G network, if so, the details thereof;
- (b) whether the telecom companies have been directed to improve their services;
- (c) if so, the details thereof and if not, the reasons therefor;
- (d) whether it is a fact that download speed is low even on 5G network; and
- (e) if so, the reasons therefor and the time by which it is likely to be improved?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)

(a) to (e) The call drop in a mobile network can happen due to many reasons including characteristics of radio propagation for wireless communication, non-availability of sites due to acquisition problems etc. The occurrence of call drops is found to be common in mobile networks across the world with varying degree of occurrences.

Telecom Service Providers (TSPs) in India are required to ensure that the call drop rate in their mobile networks remains within the benchmarks laid down by Telecom Regulatory Authority of India (TRAI). TRAI has laid down “The Standards of Quality of Service for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009”, prescribing benchmarks for standards for basic and cellular mobile telephone services. TRAI reviews existing benchmark parameters for Quality of Telecom Services and also introduces relevant benchmarks for new technology based services as and when required.

As per Performance Monitoring Reports (PMRs) received from TSPs for Cellular Services, all the TSPs have met all the network related parameters including the parameters related to Call Drop, in last three quarters ending March- 2022, June-2022 and September-2022. TRAI publishes the results of Quality of Service Reports including Call Drop parameters, on TRAI website, forcing the service providers to improve its service. TRAI also carry out the Audit and Assessment of TSP's Quality of Service.

However, 5G Services have been rolled out recently by TSPs on trial basis and number of 5G cells are being progressively added in the telecom network. The performance and quality of service will be reflected in the PMRs of subsequent quarters.
