

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

**LOK SABHA
UNSTARRED QUESTION NO. 2459
TO BE ANSWERED ON 15TH MARCH, 2023**

PROBLEM OF CALL DROP

**2459. SHRI MANOJ TIWARI:
SHRI SATYADEV PACHAURI:
DR. NISHIKANT DUBEY:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the problem of call drop has become a common feature across the country;
- (b) if so, the details thereof along with the steps proposed to be taken by the Government to address the said problem; and
- (c) whether the Government proposes to cancel the licenses of the telecom companies in case of their failure in resolving the said problem and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) & (b) 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 been monitoring the performance of TSPs for the License Service Area (LSA) as a whole, through Quarterly Performance Monitoring Reports (PMRs) submitted by them against the benchmarks for various Quality of Service parameters laid down by TRAI. 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 carries out the Audit and Assessment of TSP's Quality of Service. Also, TRAI imposes financial disincentives for non-compliance with the benchmark, after considering the explanation submitted by Service Providers in this regard.

TRAI has issued "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fifth Amendment) Regulations, 2017" effective from 1st October 2017.

Moreover, in order to obtain direct feedback from subscribers on call drop, Department of Telecommunications (DoT) has launched an Interactive Voice Response System (IVRS) wherein around 6.40 crore subscribers have been individually contacted since December 2016. Out of these, 77.54 lakh subscribers have participated in the survey. The feedback is shared with the TSPs for taking corrective actions in a time bound manner. As a result, about 1.78 lakh individual cases of call drops have been resolved so far and around 8,254 Base Transceiver Stations (BTSs) have been installed by the TSPs specifically to resolve the call drop issues received through IVRS.

(c) There is no such proposal under consideration.
