

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

**LOK SABHA
UNSTARRED QUESTION NO. 611
TO BE ANSWERED ON 6TH DECEMBER, 2023**

CALL DROP PROBLEM

†611. **SHRI DHARAMBIR SINGH:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware that the problem of call drop has been increasing drastically for the last few years;
- (b) if so, the effective steps taken by the Government to prevent this and the name of telecom companies against whom action has been taken;
- (c) whether the Government has any plan to instal any mobile tower in the districts of Bhiwani and Mahendragarh of Haryana bordering Rajasthan, if so, the details thereof; and
- (d) the time by which mobile tower will be installed?

ANSWER

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

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors the performance of Telecom Service Providers against the benchmarks for various Quality of Service (QoS) parameters. As per the quarterly Performance Measurement Reports of last seven quarters (from March 2022 to September 2023), all the telecom service providers are meeting the benchmark of both the parameters related to call drop in all the Licensed Service Areas. TRAI publishes the results of QoS Reports including Call Drop parameters, on its website, forcing the service providers to improve its service. TRAI also carries out the Audit and Assessment of TSP's QoS.

Wherever the benchmark is not met by service provider, the explanation of the service providers is called, and financial disincentives are imposed for non-compliance with the benchmark.

Department of Telecommunications (DoT) has taken several policy initiatives to facilitate infrastructure growth in the country including:

- i. Ensuring adequate availability of spectrum through open and transparent auction.
- ii. Permitting sharing, trading and leasing of Spectrum
- iii. Permitting passive and active infrastructure sharing
- iv. Procedure for Standing Advisory Committee on Radio Frequency Allocation (SACFA) siting clearance for Low Power BTS/ small cells ,i.e, Micro, Pico and Femto cells on existing street furniture/infrastructure has been simplified.
- v. To facilitate faster and easier deployment of telecom infrastructure, Government has amended the Indian Telegraph Right of Way Rules (RoW), 2016.

- vi. GatiShakti Sanchar portal has been launched to facilitate and expedite RoW permissions, by providing a single interface between all stakeholders including Central and State/UT Government(s), Local bodies and Service Providers.
- vii. Making available government land/buildings for installations of towers.

As a result of these reforms, total number of Base Transceiver Stations (BTSs) have increased from 6.49 Lakh in March, 2014 to 28.52 Lakh in November, 2023.

(c) & (d) As on 4th December, 2023, 2,976 number of BTSs have been installed in Bhiwani and 2,613 number of BTSs in Mahendragarh. TSPs install mobile towers and Base Transceiver Stations (BTSs) to improve coverage and/or capacity of their networks based on their techno-commercial requirements.
