

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

**LOK SABHA
UNSTARRED QUESTION NO. 1717
TO BE ANSWERED ON 21ST SEPTEMBER, 2020**

CALL DROPS

†1717. SHRI HARISH DWIVEDI:

Will the Minister of COMMUNICATIONS pleased to state:

- (a) whether complaints regarding call drops are being received from the customers despite guidelines repeatedly issued by the Government to the telecom companies and if so, the details thereof along with the number of such complaints received by the Government during the last three years, State/UT-wise; and
- (b) the action taken/being taken by the Government against the telecom companies in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) Number of complaints regarding Call Drops/ Improper Network Coverage reported through Centralised Public Grievance Redressal And Monitoring System (CPGRAMS) to Department of Telecommunications (DoT) for the last three years 2017, 2018, 2019 & current year (upto 15.09.2020) are 4534, 1678, 1162 and 162 respectively. State/UT-wise details in this regard are given at **Annexure-I**.

Moreover, as reported and received by Telecom Regulatory Authority of India (TRAI), number of complaints regarding call drops during the last three years 2017, 2018, 2019 & current year (upto 31.08.2020) are 490, 1109, 490 and 390 respectively. Service Area wise details are given at **Annexure-II**.

(b) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service Providers (TSPs) against the benchmarks for various Quality of Service parameters laid down by TRAI by way of Quality of Service regulations issued from time to time, through Performance Monitoring Reports (PMRs). The performance is assessed quarterly for a License Service Area (LSA) as a whole.

However, in the Quality of Service Regulations issued by TRAI, provisions have been made for imposition of financial disincentives for non-compliance with the benchmarks for various quality of service parameters including call drop.

TRAI has issued “The Standards for Quality of Service for Basic (Wireline) and Cellular Mobile Telephone Services (Fifth Amendment) Regulations, 2017” effective from 1st October 2017. These Regulations have prescribed two revised parameters for assessing call drop in mobile network, viz. Drop Call Rate (DCR) spatial distribution measure (benchmark $\leq 2\%$) implies that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days. Similarly, another new parameter, DCR temporal distribution measure (benchmark $\leq 3\%$) will give confidence that on at-least 90% of Days, network performed better than specified 3% benchmark for at-least 97% of the Cells.

With effect from 1st October 2017, TRAI has also introduced a revised graded Financial Disincentives (FD) structure in case of consecutive repeat violations for DCR parameters, based on the extent to which a TSP's performance deviates from the specified DCR benchmark.

Annexure referred to in reply of para (a) of Lok Sabha Unstarred Question No. 1717 to be answered on 21st September, 2020 raised by Hon'ble Member of Parliament, Shri Harish Dwivedi, regarding "Call Drops"

State/ UT-wise Number of Complaints of Call Drops/ Improper Network Coverage (Through CPGRAMS)

S. No.	State/ UT Name	Number of Complaints Received During Year			
		2017	2018	2019	2020 (up to 15.09.2020)
1	Andaman And Nicobar Islands	8	5	1	0
2	Andhra Pradesh	58	23	14	3
3	Arunachal Pradesh	11	2	3	0
4	Assam	93	27	17	3
5	Bihar	331	70	54	11
6	Chandigarh	71	7	13	4
7	Chhattisgarh	91	29	8	0
8	Dadra and Nagar Haveli	3	0	2	0
9	Daman and Diu	0	0	0	0
10	Delhi	628	190	115	11
11	Goa	13	2	1	0
12	Gujarat	197	56	49	11
13	Haryana	230	91	41	5
14	Himachal Pradesh	37	8	3	0
15	Jammu And Kashmir	113	18	4	4
16	Jharkhand	105	31	13	2
17	Karnataka	146	137	83	5
18	Kerala	42	33	21	6
19	Ladakh	-	-	-	0
20	Lakshadweep	0	0	0	0
21	Madhya Pradesh	124	22	25	3
22	Maharashtra	513	177	125	19
23	Manipur	1	0	1	1
24	Meghalaya	8	2	0	0
25	Mizoram	5	1	1	0
26	Nagaland	1	0	0	0
27	Odisha	119	72	25	1
28	Puducherry	9	1	0	0
29	Punjab	65	41	39	6
30	Rajasthan	232	89	47	3
31	Sikkim	3	0	0	0
32	Tamil Nadu	161	73	183	6
33	Telangana	83	30	16	2
34	Tripura	23	2	2	0
35	Uttar Pradesh	654	300	170	39
36	Uttarakhand	75	30	9	3
37	West Bengal	281	109	77	14
	Total	4534	1678	1162	162

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Service Area-wise Number of Complaints received in TRAI regarding Call Drops during last three years and current year (upto 31.08.2020)					
S.No.	Service Area	Year			
		2017	2018	2019	2020 (up to 31.08.2020)
1	Andhra Pradesh	16	40	18	13
2	Punjab	16	30	9	14
3	Bihar & Jharkhand	18	32	21	24
4	Delhi	117	231	67	53
5	Uttar Pradesh-East	18	39	39	20
6	Gujarat	36	70	49	26
7	Haryana	7	23	15	12
8	Himachal Pradesh	0	3	2	1
9	Jammu & Kashmir	2	1	1	1
10	Kolkata	14	47	22	21
11	Kerala	12	15	22	7
12	Mumbai	54	166	40	38
13	North East	0	1	2	0
14	Odisha	17	7	3	8
15	Rajasthan	18	29	30	23
16	Assam	3	13	4	1
17	Tamil Nadu	12	47	15	10
18	West Bengal	10	28	19	7
19	Uttar Pradesh-West & Uttarakhand	10	30	17	19
20	Karnataka	47	94	22	13
21	Madhya Pradesh & Chhattisgarh	17	45	18	19
22	Maharashtra	42	107	51	49
23	Chennai	4	10	3	7
24	Service Area not mentioned	0	1	1	4
Total		490	1109	490	390
