

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1624  
TO BE ANSWERED ON 8<sup>TH</sup> DECEMBER, 2021**

**NETWORK HANGING PROBLEM**

1624. SHRI SUNIL KUMAR MONDAL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken any initiative to improve network hanging problem, mobile hanging problem specially in phones like apple and others;
- (b) if so, the details thereof along with future initiatives taken or being taken in this regard and if not, the reasons therefor; and
- (c) the details of the complaints reported under network issues including hanging?

ANSWER

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

- (a) & (b) Department of Telecommunications does not have any specific information related to network and mobile hanging problems, especially in phones like Apple and others.
- (c) As per the data available in the Centralised Public Grievance Redressal And Monitoring System (CPGRAMS) portal for the period from 01.01.2021 to 30.11.2021, a total of 3031 number of grievances were received by Department of Telecommunications (DoT) in the category of “Mobile: Network Problem/ Poor Coverage”.

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