

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

**LOK SABHA
UNSTARRED QUESTION NO. 580
ANSWERED ON 23RD JULY, 2025**

CALL DROP IN MOBILE USERS SURVEY

†580. SHRI ASHOK KUMAR RAWAT:

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether an increase has been recorded in the percentage of call drop in the mobile users survey in the country;
- (b) if so, the reasons therefor;
- (c) the measures being taken by the Union Government in this regard;
- (d) the details of the action taken in this regard; and
- (e) the estimated profit being earned by the companies due to the daily incidents of call drop being faced by the users?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) & (b) As per the Performance Monitoring Report (PMR) published by Telecom Regulatory Authority of India (TRAI) for previous months of April and May-25, all telecom service providers met the benchmarks for call drop in the country on average basis.

(c) & (d) Following measures have been taken by the government to reduce call drop and improve quality of service –

- i. TRAI has revised Quality of Service benchmarks on 02.08.2024 applicable from 01.10.2024 for various parameters, and performance of service providers against the benchmark is regularly monitored by TRAI to ensure better quality of services.
- ii. Assignment of sufficient spectrum for mobile services through auction.
- iii. Spectrum sharing, trading and surrender has been permitted for efficient use of spectrum.
- iv. Simplification of Procedure for SACFA (Standing Advisory Committee on Radio Frequency Allocations) clearance.
- v. Notification of Telecommunications Right of Way (RoW) Rules and launch of PM GatiShakti Sanchar portal has resulted in streamlining of RoW permissions and expeditious clearance for installation of telecom infrastructure.
- vi. Sharing of infrastructure amongst service providers based on the mutual agreements entered among them is permitted.
- vii. TSPs deploy new sites and upgrade their existing infrastructure to address any issues in internet speed and network congestion.

The above steps facilitated TSPs to expand their network and to reduce call drop and improve quality of service.

(e) No such estimation is done by the government.
