

### NLD/STD telephone calls

2899. SHRI JAI PRAKASH NARAYAN SINGH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that in 2003 some telecom operators had routed its STD calls in roaming locations locally by by-passing National Long Distance (NLD) and this had resulted in crores of rupees losses to BSNL, the only NLD operator at that time;

(b) if so, the names and details of the companies;

(c) the action taken by Government to recover the losses from these companies in conformity with the licencing conditions; and

(d) penalty being imposed on the companies for violating the National Roaming Plan and also the action being taken to ensure that the operators do not engage in unauthorized by-pass of NLD traffic in future?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) Yes, Sir. It is a fact that in 2003, some of the mobile telecom operators, viz, Spice Telecom, Bharti and Hutch had been found by passing NLD Networks while offering certain services like Subscriber Local Dialing (SLD), Direct Contact Service, Roamers Local Link etc. wherein in-roamers (as they were called) were permitted to be accessed by the local subscribers on a local call basis. However, BSNL has intimated that there was no loss caused to BSNL by these services.

(c) and (d) The cases of violation of License conditions including in the matter of providing local calling services (like SLD etc.) has been examined by a committee in Department of Telecom. The Committee has submitted its report. A decision on Report of the Committee has not yet been taken by the Government.

### Call Drop

†2900. MISS ANUSUIYA UIKEY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the meaning of a 'Call drop' on a mobile phone and the details thereof;

(b) whether Government is aware of names of the companies and the number of call drops of each during the last 12 months;

(c) the amount of undesired, additional income accrued to mobile service provider company from call drop; and

(d) the measures being taken by Government to check this problem and save mobile subscribers from economic losses; and

(e) if not, whether this would be considered?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) The incident of a call which is correctly established and interrupted prior to its normal completion by the user, is termed as Call drop.

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†Original notice of the question was received in Hindi.

Call drops in network can be caused by number of reasons relating to equipment, transmission, interference, hand-over failure due to inadequate coverage and congestion, antenna etc. Call Drop rate is one of the Quality of Service parameters for Cellular Mobile Telephone Service laid down by Telecom Regulatory Authority of India (TRAI).

(b) TRAI has been monitoring the performance of service providers against the benchmark of less than 3% for call drop rate, through quarterly Performance Monitoring Reports (PMRs). Call drop rate is reported by service providers to TRAI through Performance Monitoring Reports (PMRs) in percentage terms for the service area as a whole and not as the number of Call drops. Call drop rate for last 12 months is given in the Statement for the quarter ending June '08, September '08, December '08 and March '09 (See below).

(c) Although call drop causing inconvenience to consumers, it can not be termed as an act of companies to reap benefits. Therefore, question of the amount of undesired additional income accrued to mobile service providing company from call drop does not arise.

(d) and (e) TRAI has reviewed the Quality of Service regulations recently and notified on 20th March, 2009 [The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009] which came into force with effect from 1.7.2009. In these regulations, the benchmark for Call Drop Rate has been made more stringent which is less than equal to 2% as against 3% earlier. There are pockets/localities where call drop could be a problem due to insufficient coverage, interference etc. To address this issue, TRAI has specified in these new regulations a parameter called “% of worst affected cells having more than 3% TCH drop” (call drop) enabling the monitoring of the network at cell level by the service providers.

TRAI had examined the issue of charging for short duration calls, which may happen due to call drops. However, it was not found feasible to implement a separate system of charging for short duration calls.

**Statement**

*Details of comparative performance of Call Drop of Cellular Mobile Telephone Service for last 12 months*

Service area	Service Providers	Call Drop Rate			
		Jun-08	Sep-08	Dec-08	Mar-09
QoS Benchmark		<3%			
1	2	3	4	5	6
Maharashtra	Vodafone	1.18%	1.16%	0.95%	0.96%

1	2	3	4	5	6
	IDEA Cellular	1.18%	1.45%	1.36%	1.21%
	BSNL	1.70%	2.13%	2.13%	1.73%
	Bharti Airtel	1.66%	1.66%	1.61%	1.56%
	Reliance Comm.	0.95%	1.01%	0.75%	0.82%
	Tata Teleservices	0.86%	0.84%	0.88%	0.76%
Gujarat	Vodafone	0.90%	1.06%	0.85%	0.74%
	IDEA Cellular	1.78%	1.81%	1.84%	1.48%
	BSNL	1.58%	2.08%	2.02%	1.79%
	Bharti Airtel	1.34%	1.77%	1.57%	1.55%
	Reliance Comm.	0.81%	0.88%	0.61%	0.80%
	Tata Teleservices	0.46%	0.51%	0.53%	0.44%
Andhra Pradesh	IDEA Cellular	1.04%	1.48%	1.03%	0.76%
	Bharti Airtel	1.02%	1.20%	1.60%	1.66%
	BSNL	1.57%	1.84%	1.83%	1.90%
	Vodafone	1.01%	1.12%	0.90%	0.83%
	Reliance Comm.	0.62%	0.67%	0.55%	0.68%
	Tata Teleservices	0.36%	0.41%	0.53%	0.40%
Karnataka	Bharti Airtel	1.88%	1.97%	2.36%	2.14%
	Spice Comm.	1.20%	1.14%	1.17%	1.33%
	BSNL	1.19%	1.23%	0.95%	1.31%
	Vodafone	1.21%	1.11%	0.86%	0.77%
	Reliance Comm.	0.57%	0.73%	0.59%	0.58%
	Tata Teleservices	0.69%	0.70%	0.80%	0.84%
Tamil Nadu	Vodafone	1.50%	1.53%	1.56%	1.34%
	Aircel	0.63%	0.69%	0.80%	1.37%
	BSNL	1.07%	1.13%	1.10%	1.10%
	Bharti Airtel	1.04%	1.23%	1.37%	1.15%
	Reliance Comm.	0.76%	0.83%	0.80%	0.66%
	Tata Teleservices	0.82%	0.84%	0.95%	0.76%

1	2	3	4	5	6
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Kerala	IDEA Cellular	1.34%	1.48%	1.40%	1.09%
	Vodafone	1.05%	1.06%	0.70%	0.72%
	BSNL	1.34%	1.39%	1.40%	1.30%
	Bharti Airtel	1.11%	1.12%	1.14%	1.01%
	Tata Teleservices	0.57%	0.70%	0.74%	0.66%
	Reliance Comm.	0.74%	0.85%	0.69%	0.62%
Punjab	Spice Comm.	0.50%	0.68%	1.12%	1.20%
	HFCL - CDMA	0.63%	0.74%	0.72%	0.73%
	Bharti Airtel	1.39%	1.44%	1.30%	1.35%
	Vodafone	1.13%	1.19%	1.12%	1.15%
	BSNL	2.25%	1.42%	1.80%	1.14%
	Reliance Comm.	0.73%	0.78%	0.61%	0.77%
Haryana	Tata Teleservices	0.66%	0.33%	0.97%	0.60%
	IDEA Cellular	1.28%	1.57%	0.85%	1.13%
	Vodafone	1.20%	1.39%	1.36%	1.19%
	BSNL	2.80%	2.90%	2.80%	2.90%
	Bharti Airtel	1.05%	1.18%	1.03%	1.08%
	Reliance Comm.	1.21%	1.41%	0.97%	0.97%
Uttar Pradesh-W	Tata Teleservices	0.97%	0.31%	0.91%	0.86%
	Vodafone	1.86%	1.86%	1.98%	1.19%
	IDEA Cellular	1.38%	1.54%	1.37%	1.20%
	BSNL	2.88%	2.93%	2.93%	2.61%
	Bharti Airtel	1.26%	1.24%	1.09%	1.01%
	Reliance Comm.	1.11%	0.93%	0.80%	0.88%
Uttar Pradesh-E	Tata Teleservices	0.16%	0.84%	0.92%	0.74%
	Bharti Airtel	1.37%	1.83%	2.00%	1.56%
	Vodafone	2.20%	2.06%	1.80%	1.49%
	IDEA Cellular	1.36%	1.23%	1.10%	0.89%
	BSNL	2.20%	2.80%	2.40%	2.30%

1	2	3	4	5	6
	Reliance Comm.	0.93%	0.99%	0.79%	1.04%
	Tata Teleservices	0.92%	0.86%	0.97%	0.92%
Rajasthan	Vodafone	1.09%	1.17%	0.99%	1.13%
	BSNL	2.50%	2.20%	2.14%	1.96%
	IDEA Cellular	1.66%	1.69%	1.27%	1.01%
	Bharti Airtel	1.72%	1.84%	1.56%	1.39%
	Reliance Comm.	1.03%	1.02%	0.86%	1.18%
	Tata Teleservices	0.92%	0.98%	0.75%	0.64%
Madhya Pradesh	Sistema Shyam	0.78%	0.47%	0.49%	0.55%
	IDEA Cellular	1.91%	2.29%	1.86%	1.54%
	Reliance Telecom	1.29%	1.38%	1.32%	1.37%
	BSNL	1.81%	1.67%	1.89%	1.73%
	Bharti Airtel	1.31%	1.16%	1.39%	1.23%
	Reliance Comm.	1.63%	1.74%	1.03%	1.13%
	Tata Teleservices	1.23%	0.90%	0.73%	0.89%
	Vodafone	—	—	—	1.81%
West Bengal	Bharti Airtel	1.66%	2.09%	1.74%	1.76%
	Reliance Telecom	1.51%	1.45%	1.57%	1.43%
	BSNL	2.34%	2.10%	1.60%	1.53%
	Tata Teleservices	0.33%	0.88%	0.92%	0.89%
	Reliance Comm.	1.32%	1.46%	1.39%	1.36%
	Vodafone	1.18%	1.54%	1.26%	1.10%
	Dishnet	0.82%	0.61%	3.54%	2.96%
<b>C' Circle</b>					
Himachal Pradesh	Bharti Airtel	1.55%	1.61%	1.33%	1.31%
	IDEA Cellular	1.15%	1.44%	1.44%	1.61%
	Reliance Telecom	1.27%	1.24%	1.32%	1.17%
	BSNL	2.80%	2.90%	2.90%	2.60%
	Reliance Comm.	0.85%	0.93%	0.77%	0.84%
	Tata Teleservices	0.65%	0.59%	0.47%	0.43%
	Dishnet	0.85%	0.67%	2.08%	1.70%
	Vodafone	—	—	—	1.63%

1	2	3	4	5	6
Bihar	Reliance Telecom	1.80%	1.57%	2.02%	2.10%
	BSNL	1.12%	1.20%	1.10%	1.33%
	Reliance Comm.	1.29%	1.50%	1.30%	1.27%
	Bharti Airtel	1.49%	2.30%	3.15%	2.55%
	Tata Teleservices	0.92%	0.92%	0.92%	0.95%
	Dishnet	0.88%	0.71%	3.21%	1.81%
	IDEA Cellular	—	—	0.79%	1.13%
	Vodafone	—	—	—	1.40%
Orissa	Reliance Telecom	1.22%	1.34%	1.31%	1.08%
	BSNL	1.78%	1.25%	1.02%	1.24%
	Bharti Airtel	1.12%	1.90%	1.67%	1.63%
	Reliance Comm.	1.05%	1.11%	1.06%	1.28%
	Tata Teleservices	0.56%	0.97%	0.89%	0.92%
	Dishnet	0.78%	0.70%	2.26%	1.79%
	Vodafone	—	1.90%	2.32%	1.44%
Assam	Bharti Airtel	1.40%	1.70%	2.22%	1.80%
	BSNL	2.70%	1.41%	1.48%	2.19%
	Reliance Telecom	2.16%	2.20%	2.43%	2.07%
	Dishnet	0.64%	0.74%	2.56%	2.98%
	Vodafone	—	1.69%	1.55%	2.22%
	Tata Teleservices	—	—	—	0.49%
	BSNL	1.90%	2.60%	2.70%	2.60%
	Bharti Airtel	1.61%	1.95%	1.76%	1.60%
	Dishnet	0.64%	0.65%	3.41%	3.41%
	Tata Teleservices	—	—	—	0.93%
NE	BSNL	2.26%	2.24%	2.85%	2.34%
	Bharti Airtel	1.98%	2.45%	3.26%	3.10%
	Reliance Telecom	1.69%	1.82%	2.44%	1.76%
	Dishnet	0.66%	0.62%	3.39%	4.05%
	Vodafone	—	1.44%	1.74%	2.39%
	Tata Teleservices	—	—	—	0.20%

1	2	3	4	5	6
METRO	Bharti Airtel	1.00%	1.12%	0.97%	0.93%
	Vodafone	0.81%	1.03%	0.86%	0.83%
	MTNL	1.30%	1.45%	0.94%	0.83%
	MTNL – CDMA	1.36%	NR	2.76%	2.65%
	IDEA Cellular	0.70%	0.78%	0.69%	0.62%
	Tata Teleservices	0.64%	0.74%	0.64%	0.69%
	Reliance Comm.	0.62%	0.66%	0.55%	0.57%
Mumbai	Loop Mobile	1.30%	1.55%	1.98%	1.68%
	Vodafone	1.48%	1.45%	1.28%	1.01%
	MTNL	1.43%	1.30%	1.83%	1.93%
	MTNL – CDMA	1.51%	1.21%	1.05%	1.32%
	Bharti Airtel	1.24%	1.52%	1.37%	1.09%
	Reliance Comm.	0.79%	0.85%	0.77%	0.63%
	Tata Teleservices	0.61%	0.73%	0.88%	0.52%
Chennai	IDEA Cellular	—	—	1.41%	1.43%
	Aircel Cellular Ltd.	0.40%	0.53%	0.60%	2.09%
	Vodafone	0.68%	0.95%	0.59%	0.23%
	BSNL	1.00%	1.00%	1.00%	1.10%
	Reliance Comm.	0.75%	0.72%	0.67%	0.64%
	Tata Teleservices	0.32%	0.22%	0.32%	0.33%
	Kolkata	Bharti Airtel	1.08%	1.20%	1.04%
Vodafone		0.80%	0.78%	0.62%	0.56%
BSNL		1.10%	0.78%	1.41%	2.06%
Reliable Internet. Ser./Reliance Tele		1.20%	1.37%	1.21%	0.92%
Tata Teleservices		0.90%	0.93%	0.80%	0.73%
Reliance Comm.		0.93%	0.94%	0.81%	0.72%
Dishnet		—	1.40%	1.29%	1.25%
TOTAL No. of Licensees		134	138	140	146
% of licensees not meeting the benchmark		0.00%	0.00%	4.29%	2.05%

*Note:*— Services were not started in these service areas