

(c) The Government has fixed ceiling prices of 530 medicines appearing in National List of Essential Medicines (NLEM)-2011 where by controlling the prices of these essential medicines.

Problem of call drop

†547. SHRI VISHAMBHAR PRASAD NISHAD:
SHRIMATI KANAK LATA SINGH:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the steps being taken by the Ministry against various telecom companies to overcome the problem of call drop in the country;
- (b) the localities in Lutyens Zone of Delhi region facing problem of call drop;
- (c) the action taken so far by Government against various telecom companies in the cases of call drop; and
- (d) the facts thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (d) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service parameters and benchmarks for Basic Service (wireline) and Cellular Mobile Telephone Service through the standards of Quality of Service for Basic Service (wireline) and Cellular Mobile Telephone Service Regulations, 2009. As per these regulations, TRAI has been monitoring the performance of service providers, against the quality of service benchmarks for the various parameters through Quarterly Performance Monitoring Reports. The performance on call drop is accessed through two parameters viz. call drop rate (benchmark $\leq 2\%$) and worst affected cells having more than 3% TCH drop (benchmark $\leq 3\%$).

As per the performance monitoring report for the quarter ending March, 2015, for cellular mobile telephone services 2G, non-compliance with the benchmarks is observed in respect of the call drop parameters (1) "Call drop rate" (benchmark $\leq 2\%$) in 2 service areas of BSNL and in 1 service area of M/s Aircel (2) "worst affected cells having more than 3% TCH drop" (benchmark $\leq 3\%$) (16 service areas of Aircel and 5 service areas of BSNL).

As per the performance monitoring report for the quarter ending March, 2015 for cellular mobile telephone services 3G services, non-compliance with the benchmarks is observed in respect of the call drop parameters "worst affected cells having more

†Original notice of the question was received in Hindi.

than 3% circuit switched voice drop rate” (11 service areas of Aircel and 4 service areas of BSNL);

TRAI had recently undertaken drive test of Delhi service area. The areas identified in this drive test in the Luteyn’s Bungalow Zone having poor voice quality and coverage include Ashoka Road, India Gate, GPO, Mandi House, Shangri-La Hotel, Rajpath, National Museum, High Court, Near British High Commission, Teen Murti Lane, Kali Bari Marg, R.M.L. Hospital, Gole Market, Patiyala House, Satya Marg, Barakamba Road, Near Taj Palace, South Avenue, Chankya Puri. TRAI had undertaken drive Tests of the network of all service providers, Secondary Switching Area (SSA)-wise in the entire country in one year and these reports were shared with the service providers for improving quality of service in the areas where the performance is poor. TRAI had also held discussions with the service providers on these issues of call drop in their service area to identify the problem areas and to explore solution to the problem. Accordingly the service providers have been advised to take further action in the matter.

For ensuring quality of service, TRAI is closely monitoring the performance of service providers against the quality of service benchmarks. TRAI has been perusing with service providers for improving Quality of Service and in this regard regular interactions are held with the service providers. TRAI has also engaged independent agencies for auditing and assessing the quality of service and surveys are being done regularly through independent agencies to assess the customer perception of service. The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers for their failure to comply with those benchmarks, in accordance with the provisions of the regulations.

As per reports from Telecom Service Providers, due to weak radio coverage and since they are not getting permission to build new sites in Delhi, the problem of call drop have been observed generally in the following localities of Delhi (including Lutyen’s Zone):

Akbar Road;	Nabi Karim;
Amrita Shergil Marg;	Nanak Pura;
Aram Bagh;	New Friends Colony;
Aurangjeb Road;	Nizamuddin;
Barakhamba Road;	Noor Nagar Jamia;

Bhairo Marg;	North Avenue (including North Block);
C. R. Park;	Okhla;
Chanakyapuri;	Paharganj;
Connaught Place;	Pamposh Enclave;
Defence Colony;	Panchkuian Road;
Delhi High Court;	Pandara Road;
Din Dayal Upadhyay Marg;	Pragati Maidan;
Friends Colony;	President's Estate;
Golf links;	Prithviraj Road;
Greater Kailash I;	Race Course Road;
Greater Kailash II;	Rail Bhawan;
Greater Kailash III;	Rajaji Marg;
Gurudwara Rakabganj;	Ram Manohar Lohia Hospital;
Haus Khas Village;	Ridge Road;
Hauz Khas Enclave;	R. K. Puram Sec-12;
Hauzrani;	R. K. Puram Sec-4;
Jamia Nagar;	Rose Garden Distt. Park;
Janpath;	S. P. Marg;
Jhandewalan;	S. Radhakrishnan Marg;
Jungpura Ext.;	Safdarjung Enclave;
Jungpura;	Saket;
Kailash colony;	Sansad Marg;
Kaka Nagar;	Sarojini Nagar;
Kalibari Marg;	Shahjahan Road;
Kalindi Colony;	Shanti Niketan;
Katwaria Sarai;	Sheikh Sarai;
Kidwai Nagar;	Simon Bolivar Marg;
Krishna Menon Marg;	South Avenue (including South Block);
Lodhi Colony;	Sunder Nagar;
Maharani Bagh;	Supreme Court;
Malviya Nagar;	Talkatora Stadium;

Maulana Azad Medical College;	Teen Murti;
Mother Teresa Crescent;	Vinay Marg;
Moti Bagh;	Zakir Hussain College;
Motia Khan;	Zakir Nagar;

The Department of Telecommunications (DoT) has asked TRAI to give its views as to whether the customers can be compensated for dropped calls. DoT has also convened meetings with Telecom Service Providers (TSPs) in April as well as second week of July, 2015 on the call drop issue, wherein they have been asked to take immediate measures at address issues of call drops by Radio Frequency Optimization; and installation of new sites and in-building solutions as per requirement so as to address the menace of call drop. In addition, Union Minister of Urban Development and Chief Ministers of States have been requested for facilitating installation of mobile towers and in-building solutions in Government buildings so as to ensure better mobile coverage and quality of service.

Review of the functioning of TRAI

548. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state the steps taken by the Ministry to review the functioning of TRAI and revamp its functioning, if necessary, following the one sided consultation report on regulatory framework for over the top services?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): Comprehensive legislative proposal to review and harmonise the existing legal framework is under consideration of the Government.

New IT products and technologies

549. SHRI PARIMAL NATHWANI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of measures taken by Government to achieve the goals of good governance;

(b) whether Government proposes to launch new IT products and technologies to strengthen the existing ones;

(c) the time by when all the villages in the country, including Jharkhand, are likely to be connected by mobile and broadband services to achieve the goal of digital and transparent governance; and