

MANOJ SINHA): (a) and (b) 3G telecommunication networks support services that provide wireless voice telephony and mobile internet access. BSNL is providing 3G services in rural areas in a phased manner based on techno-economic considerations.

(c) BSNL plans to upgrade its network for 4G services for launching 4G services progressively starting from the next financial year 2017-18.

#### Details of achievements of the Ministry

2997. SHRI DEVENDER GOUD T.: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of achievements of the Ministry in the last two years;
- (b) whether presentation before the Prime Minister was made about Ministry's last two year's achievements, if so, the details thereof;
- (c) whether the Ministry has fallen short of its targets and where it has excelled;
- (d) the targets set for the coming three years and road-map to achieve the same;
- (e) the details of difficulties brought out before the Prime Minister and suggestions made to overcome them; and
- (f) the details of core areas the Ministry is going to focus on in the coming three years?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) The details of achievement of the Ministry during the last two years are given in Statement-I (*See below*).

(b) No presentation was made before the Prime Minister on two years achievements.

(c) No specific target was fixed for the period by the Department of Post. However the details of targets and achievements (Revenue and Expenditure) pertaining to Department of Telecommunications are given as under:

#### Detail of Revenue receipts

(₹ in crore)

Revenue	Actual	Revenue	Actual
Receipts	2014-15	Receipts	2015-16
target		target	
(RE 2014-15)		(RE 2015-16)	
46243.54	30624.18	55982.10	55166.73

*Detail of Expenditure under Plan Head (Net)**(₹ in crore)*

Expenditure Projection (RE 2014-15]	Actual 2014-15	Expenditure Projection (RE 2015-16)	Actual 2015-16
2970.58	2949.87	5794.96	5787.24

(d) The targets set by the Department of Posts for the coming three years and road-map to achieve the same are given in Statement-II (*See below*). However no specific targets have been set by the Department of Telecommunications.

(e) Does not arise in view of (b) above.

(f) The details of core areas the Ministry is going to focus during the coming three years are given in Statement-III.

***Statement-I****A. Achievements of department of telecom during the last three years (2014-2016)***1. Salient Features of the Telecom Sector**

- FDI equity inflow in telecom sector from April, 2014 to March, 2016 has reached to US \$ 4219 million which is more than two and half times that came in the corresponding period of previous two years i.e April, 2012 to March, 2014 (US\$ 1611 million).
- The mobile telephony which showed a net decline of 14.66 million during the period of April, 2012 to March, 2014 posted a tremendous growth of 129.59 million during the period from April, 2014 to March, 2016.
- The net addition in total connections in rural areas during April, 2014 to March, 2016 is 69.99 million which is almost 50% more than that added during April, 2012 to March, 2014 (46.96 million).
- With this, the overall teledensity increased from 75.23% in March, 2014 to 83.40% in March, 2016 while, during the period April, 2012, to March, 2014, the teledensity declined from 78.66% in April, 2012 to 75.23% in March, 2014.
- Rural teledensity is 51.26% as in March, 2016. It increased by 7.25% during April, 2014 to March, 2016 as compared to 4.75% during March, 2012 to March, 2014.
- Internet connections added during April, 2014 to March, 2016 is 91.08 million. With this the total internet connections as on March, 2016 are 342.66 million.

## 2. Connecting the Unconnected

The Government has also taken the following initiatives to connect the unconnected part of the country:

- A Comprehensive Telecom Development Plan for the North-Eastern Region at an estimated cost of ₹ 5,336.18 crore has been approved. This project will connect 8621 villages through installation of 321 mobile tower sites and is likely to be commissioned by September 2017.
- Another Comprehensive Telecom Development Plan for Andaman and Nicobar Islands and Lakshadweep Islands with the total estimated investment of ₹ 221.05 crore which will cover population of about 3.8 lakh people in the islands, has also been approved.
- Government has also approved a project to provide Mobile Services in 2199 locations in the areas affected by Left Wing Extremism (LWE). Till date, a total of 1517 towers out of 2199 towers identified by Ministry of Home Affairs have started radiating.

## 3. BharatNet

For the deeper digital penetration in rural areas, Government has taken up BharatNet, in mission mode to connect all 2,50,000 Gram Panchayats (over 600 million rural citizens) in the country with 100 mbps broadband to bridge the rural coverage gap both for broadband penetration and voice. BharatNet will support e-governance services, telemedicine, tele-education, financial services, e-commerce and e-entertainment and, hence, benefit all the people in the remote areas. The work has started in 2336 block out of 2727 blocks in Phase-I. OFC laying has been completed in 50,732 GPs and 6937 GPs have been lit and provided connectivity.

- End June, 2014-

- OFC pipe laid is 2292 kms
- Optical fiber laid is 358 kms

- As on 21.05.2016-

- OFC pipe laid is 1,43,045 kms ( 61,880 GPs )
- Optical fiber laid is 1,15,784 kms ( 50,732 GPs )

## 4. Public Internet Access Programme

In order to enable citizen to access internet, BSNL has commissioned 2504 Wi-Fi hotspots at over 1227 locations. BSNL has plans to install 40,000 WiFi hotspots in the next 2 years.

**5. Spectrum Auction**

For the first time, spectrum in 4 bands was put to auction simultaneously which has enabled bidders to take informed decisions while placing bids and consider alternatives dynamically. In all, 470.75 MHz were put to auction in various Licence Service Areas (LSAs) in 800, 900, 1800 and 2100 MHz bands. As against the approved reserve price of ₹ 80277 crore, the auction fetched a record highest ever realization of ₹109875 cr.

**6. Spectrum Sharing**

Government has allowed the Spectrum sharing, the guidelines for which were issued on 24.09.2015. Spectrum sharing allows operators to pool their respective spectrum for usage in a specific geographical areas.

**7. Spectrum Trading**

The Govt. has also allowed the Spectrum trading the guidelines for which were issued on 12.10.2015. This is expected to transform the spectrum usage in the telecom sector. Spectrum Trading allows parties to transfer their spectrum rights and obligations to another party.

**8. Virtual Network Operator (VNO)**

A new category of unified license for virtual network operators is proposed to be introduced shortly. They would be known as Virtual Network Operators (VNO). VNOs basically buy the bandwidth and talk time in wholesale from telecom operators which own the spectrum and infrastructure. These virtual operators can then sell the usual telecom services (voice calls, data packs etc.) to the consumers under their own brand.

**9. National Telecom M2M Roadmap**

'National Telecom Machine to Machine (M2M) Roadmap' was launched by the Minister of Communications and IT on 12th May, 2015. Roadmap document endeavours to assimilate various M2M standards, outline policy and regulatory approaches and measures for increased M2M proliferation.

**10. IPv6 deployment**

The 'Digital India' programme aims to connect all gram panchayats by broadband Internet, promote e-governance and transform India into a connected knowledge economy. Accordingly, 'Compendium on IPv6 based Solutions/Architecture/ Case Studies for Different Industry Verticals' was released by Shri Ravi Shankar Prasad, Hon'ble Minister of Communications and IT in May, 2015 for the benefit of the ecosystem.

## 11. Empowering Consumers

### Mobile Number Portability

Government has allowed One Nation - Full Mobile Number Portability (MNP) w.e.f July, 2015. This has enabled the subscribers to change their licence service area and still retain their mobile number. MNP also allows subscribers to retain their existing mobile number when they switch from one telecom service provider to another irrespective of technology or service area limitation. This will also help in developing mobile numbers as an identity of individuals for providing various government services and more towards JAM (Jan Dhan-Aadhar-Mobile) Trinity.

### All new mobiles to have panic button from 2017

Starting next year, all mobile phones sold in India will come with a dedicated "panic button" that can be used to send out a signal in case of distress. This is aimed at improving the safety of women and ensuring a quick response from security agencies.

### *Achievements of Department of Posts during the last two years*

#### A. Revenue Growth

	(₹ in crore)		
	2013-14	2014-15	2015-16
Speed Post revenue	1372	1495	1600.45
Parcel revenue	77.63	112	149.94

#### B. E-commerce

Tie-up with e-commerce agencies	900 e-commerce merchants		
	(₹ in crore)		
	2013-14	2014-15	2015-16
Collection through	100	400	800
Cash on Delivery (COD)			
Parcel delivery per day	40,000 parcels		
	Rural (in ₹)		Urban (in ₹)
Average value of e-commerce parcel	3000		5000

**Overall premium products and services Revenue (₹ in crore)**

2014-15	2015-16	2016-17(upto June)
2827.95	3097.24	691.60

**Post Shoppes**

No of Post Shoppes opened	50
Total revenue generated	₹ 60 lakh

**Distribution of Gangajal**

The Department since 10th July 2016 has made arrangement for distribution of Gangajal, sourced from Rishikesh and Gangotri in 200 ml and 500 ml bottles, from post offices. The same are available through Head Post Offices across the country and can also be ordered online at [www.epostoffice.gov.in](http://www.epostoffice.gov.in).

The packaging and handling charges of delivery of Gangajal are as follows:

Size	Source	Post Office counters (in ₹)	*Online (in ₹)	Doorstep Delivery (in ₹)
200 ml	Rishikesh	15	101	28
500 ml	Rishikesh	22	151	38
200 ml	Gangotri	25	101	38
500 ml	Gangotri	35	151	51

\*Online cost includes Speed Post charges.

Doorstep delivery means a customer can place an order in the nearest post office and the Gangajal is delivered at his doorstep. The cost excludes Speed Post charges.

**C. Parcel Infrastructure**

Road Transport network established for fast, secure, and reliable transmission of parcels	34 (major routes)
Mail vans fitted with GPS devices for online monitoring of mail movement	950

	2013-14	2014-15	2015-16
Parcel Centre established	20	28	9

**D. IT Modernization**

CBS roll out	22,722 Post Offices
Post Office Savings Bank (POSB) Accounts migrated to CBS	31.61 crore
ATM Installed	946
Hand held devices supplied to rural branch Post Office	4,782

**E. Financial inclusion**

## (i) Post Office Savings Bank Account

2014-15	2015-16
33,03,35,249	34,53,21,639

## (ii) Sukanya Samriddhi Yojana (SSY)

No. of Sukanya Samriddhi Account (SSA) upto March 2016	85,31,482
Amount invested upto March 2016 (INR)	5151,33,40,173

## (iii) Kisan Vikash Patra (KVP)

No. of KVP sold upto March 2016	2,79,76,490
Amount invested upto March 2016 (INR)	27853,19,91,700

## (iv) Jan Suraksha Yojana (JSY)

No. of Atal Pension Yojana (APY)	98,802
No. of Pradhan Mantri Jeewan Jyoti Yojana (PMJJBY)	25,852
No. of Pradhan Mantri Suraksha Bima Yojana (PMSBY)	3,73,173
Total Number	4,97,827

**F. Social Security Pension Scheme**

Sl. No. National Pension Schemes		SB Accounts		
		2014-15	2015-16	
	Total no. of SB accounts (in crore)	Total Amount disbursed through the SB accounts during the year 2014-15 (in crore)	Total no. of SB accounts (in crore)	Total Amount disbursed through the SB accounts during the year 2015-16 (in crore)
1 Indira Gandhi National Old Age Pension Scheme (IGNOAPS)	.79	889.44	1.42	1250.99
2 Indira Gandhi National Widow Pension Scheme (IGNWPS)	.24	385.46	.70	909.76
3 Indira Gandhi National Disability Pension Scheme (IGNDPS)	.39	237.25	.95	432.56
4 Indira Gandhi Matritva Sahyog Yojna (IGMSY)	.05	106.56	.05	27.59
TOTAL	1.47	1618.71	3.12	2620.9

**G MGNREGA**

Disbursement through savings Bank Accounts (SB) under Mahatma Gandhi National Rural employment Guarantee Scheme:

	2014-15	2015-16
Total no. of active SB Accounts	4,43,38,667	4,59,03,201
Total amount of disbursement (in ₹)	6631,98,19,176	6177,75,72,875



**H. Money Orders**

## Disbursement through Money Orders under National Pension Schemes

Sl. No. National Pension Schemes	2014-2015		2015-2016	
	No. of MO Booked (in crore)	Amount (in crore)	No. of MO Booked (in crore)	Amount (in crore)
1 Indira Gandhi National Old Age Pension Scheme (IGNOAPS)	4.32	3201.82	3.13	2256.83
2 Indira Gandhi National Widow Pension Scheme (IGNWPS)	1.40	1029.24	1.76	937.23
3 Indira Gandhi National Disability Pension Scheme (IGNDPS)	.55	414.22	.57	445.78
TOTAL	6.27	4645.28	5.46	3639.84

**Statement-II**

*Details of targets set by the Department of Posts for the coming three years and roadmap to achieve the same*

**1. Postal Life Insurance (PLI)/Rural Postal Life Insurance (RPLI):**

India's Life Insurance sector is expected to increase at a compound Annual Growth (CAGR of 12-15%) over the next few years (source ASSOCHAM Report 2016 and IBEF). In line with Industry growth trend Postal Life Insurance/Rural Postal Life Insurance may achieve a CAGR of approximately 15% to 25% over the next few years. A tentative growth in premium income and revenue (FRR) is given below:

**Business Targets**

Year	PLI			RPLI		
	No. of Policies in force	Sum Assured (In ₹ crore)	Premium income (In ₹ crore)	No. of Policies in force	Sum Assured (In ₹ crore)	Premium income (In ₹ crore)
Actual						
2015-16 (unaudited)	63,13,447	1,36,747.65	6737.72	2,33,59,574	1,15,970.15	2003.03
Projections						
2016-17	66,28,650	1,57,259.79	7750.00	2,47,15,950	1,33,365.70	2359.00
2017-18	69,60,083	1,88,711.76	9298.05	2,59,51,748	1,60,038.8	2764.18
2018-19	73,08,087	22,65,454.11	11,157.66	2,72,49,335	1,92,046.6	3317.01

Road Map to achieve the targets:

- Revamping Marketing Structure
- Improvement in after sales service of PLI and RPLI
- Technology Induction- Stabilization of McCamish (the software developed by Infosys for Postal Life Insurance.
- Reduction / check of lapse of PLI and RPLI policies
- Marketing/ promotion and publicity of PLI and RPLI products leading to brand image
- Customer friendly Initiatives such as premium due alert, direct and timely payment of maturity amount to insurants etc.
- Training of Marketing Personnel in marketing skills and back office staff in policy servicing and underwriting

**2. Financial Inclusion**

Saving Bank Cash Certificate (SBCC) Target	
Current year 2016-17	10247 crs.
Targets set of coming three years	
2017-18	11,272 crs.
2018-19	12,399 crs.
2019-20	13,639 crs.

*Road Map to achieve the targets:*

- (i) Door to door contact for opening of accounts through field staff by way of handbills, flyers etc. upto the level of rural areas, and distributing pamphlets to all customers who visit post offices.
- (ii) Organizing Seminars/Melas/Road Shows to open savings accounts upto the level of rural areas.
- (iii) Targets are fixed for each Post Office right from the level of Rural Branch Post Office for opening of Accounts.

***Statement-III***

*(a) Details of the core areas the department of telecommunications is going to focus on the coming three years*

BHARATNET: National Optical Fibre Network (NOFN) project, renamed as BharatNet, is planned to establish a network infrastructure by connecting all Gram Panchayats (approx. 2.5 lakh) in the country of providing broadband connectivity by all categories of service providers on non-discriminatory basis through wifi hotspots as the last mile strategy.

The Government has decided to implement the project in three phases. Under first phase of the project, 1 lakh Gram Panchayats (GPs) is to be connected by laying underground OFC by March, 2017. Under second phase, connectivity will be provided to remaining 1.5 lakh GPs in the country using an optimal mix of underground fibre, fibre over power lines, radio and satellite media, by December, 2018. In third phase, District Headquarters shall be connected to Blocks and Blocks to GPs in ring topology to create a state of the art, future-proof network for 5G services and Internet of Things era.

Left Wing Extremist (LWE) affected States: The Government has implemented a special project to set-up 2199 mobile towers in ten left wing extremist affected states namely; (1) Andhra Pradesh (2) Telangana (3) Maharashtra (4) Bihar (5) Chhattisgarh (6) Jharkhand (7) Madhya Pradesh (8) Uttar Pradesh (9) Odisha (10) West Bengal in August, 2014. In a short span of time, Government has already made 2032 mobile towers operational, which has substantially improved the connectivity in these difficult and remote areas. Phase 2 of this project in other LWE areas will be taken up.

North Eastern Region (NER): The Government has approved a Comprehensive Telecom Development Plan for North Eastern Region with a project cost of ₹5336.18 Crores to set up 6673 mobile towers to provide mobile connectivity to 8621 uncovered villages. The project will be launched in October 2016 and completed by March, 2018.

**ISLAND Connectivity:** The Government is committed to improve telecom connectivity for which it has planned comprehensive Telecom Development for Andaman and Nicobar Islands and Lakshadweep Islands. The project also includes augmentation of satellites bandwidth between the mainland and the islands. Submarine Optical Fibre Cable between Mainland (Chennai) and Port Blair and to five other islands namely Car Nicobar, Little Andaman, Havelock, Kamorta and Great Nicobar Islands of Andaman and Nicobar Islands will be laid by December 2018 with capital expenditure of ₹ 880.03 crore.

**SPECTRUM AUCTION:** The Government has decided to conduct the next round of spectrum auction in seven bands (700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz and 2500 MHz) simultaneously in September, 2016. About 2300 MHz of spectrum will be put on auction making it the largest auction ever. Availability of large blocks of spectrum will help operators improve quality of services.

*b. The details of core areas the department of posts is going to focus on the coming three years*

1. **India Posts Payments Bank (IPPB):** In the area of financial inclusion, the Government has decided to set up the India Post Payments Bank. The Post Office with its vast network is the last mile Government institution in the villages that is closest to the people's heart. The Payments Bank will be run on the state-of-art technology so that they can give quick and sufficient service to the village folks especially in making Direct Benefit Transfer (DBT) payments. The India Post Payments Bank is expected to commence working from May, 2017 and complete linking with all the 1.55 lakh Post Offices by September, 2017.

**Benefit:**

- I. Department of Posts with its vast reach and infrastructure is ideally suited to fulfil the parameters laid down for a Payment Bank to ensure financial inclusiveness across the country especially in the rural and remote areas.
- II. The India Post Payments Bank will promote financial inclusion by providing small savings accounts and payments/remittance services to migrant labour workforce, low income households, small businesses, other unorganised sector entities and other users.
- III. India Post Payments Bank will help to expand banking services to the remotest corner of the country as there is large population in India which do not have banking facilities due to India's geographical spread, regional disparities, reach and connectivity.

- IV. The benefits of financial inclusion would result in bringing a host of financial products to suit the needs of different strata of society with special focus on the marginalized sections and citizens in rural areas. It would also bring a large number of individuals and small businesses into the formal banking channel. Combining the use of technology and physical presence it will, create a unique Bank combining physical and digital presence.
- V. Generation of new employment opportunities for skilled banking professionals and for entities and individuals engaged in propagating financial literacy across the country would be a byproduct of this India Post Payment Bank.

The current status in context of setting up of the Payments Bank including the focus areas is as follows:

- (i) Process of selection of top level management of upcoming India Post Payments Bank has been initiated. A proposal has been sent to Department of Personnel & Training seeking approval of Appointments Committee of the Cabinet (ACC) for the selection of Managing Director and Chief Executive Officer (MD and CEO) of the Bank.
- (ii) The Request for Proposal (RFP) for selection of System Integrators for setting up India Post Payments Bank (IPPB) has been floated.
- (iii) Name of the company India Post Payments Bank (IPPB) has been registered with registrar of companies (MCA) and incorporation of the company is under process.
- (iv) Steps for implementation of the project are being taken as per target set by the cabinet.

## **2. IT Modernization Project:**

India Post IT Modernization Project with total outlay of ₹ 4909 crore aims at modernization, digitization and networking of 1,54,620 post offices, including 1,29,323 Gramin Dak Sewak post offices, in rural areas across the country.

Under this Project, the benefits for the Customer and the Government are:-

### **Benefits for the Customers**

- Better financial inclusion especially in rural areas
- Effective and transparent delivery of social security schemes including DBT
- Faster and more reliable postal services

- Multiple channels of access

**Benefits for the Government**

- Last Mile IT Network connecting about 1,55,000 post offices
- Improved delivery of Government schemes in rural areas
- Improved quality of services

**Impact of Digitization/Modernization - CBS and ATM**

India Post is one of the largest provider of financial services in the country with an account base of 34.53 crore and total deposit of Post Office Saving Bank (POSB) accounts and Cash Certificates of ₹ 6.53 lakh Crore managed through a network of more than 1.5 lakh post offices.

**Service Delivery Impact:**

- Reduction in waiting time for customers at Core Banking Solution enabled post offices
- Anytime, Anywhere, Any Branch banking from the CBS enabled branches
- Enabling quick money transfer to rural customers
- Faster service delivery
- Access to facilities like ATMs, net banking and phone banking to the customers of Small Savings Schemes
- Prompt grievance redressal on a real-time basis
- Service level improvement for transfer of accounts, posting of interest and encashment of certificates

**Core Banking Solution (CBS)**

Core Banking is to be rolled out in all departmental post offices (around 25,000). About 1.3 lakh branch post offices will also be covered by deploying CBS (Core Banking Solution) mobile application in hand-held devices. The project will bring in facilities of ATM banking, Internet Banking, Mobile Banking and Phone Banking to the Post Office Savings Bank (POSB) customers. It will enable POSB customers to perform transactions 24x7 in ATMs.

**The specific focus areas under this project:**

Sl. No.	Project	Expected time of completion
1.	<b>Financial Services Integrator (FSI)</b> Core Banking Solutions for Post Office Savings Bank ( POSB), ATM facility and Core Insurance Solution Postal Life Insurance (Postal Life Insurance, Rural Postal Life Insurance (PLI & RPLI).	Roll out of Core Banking Solution (CBS) and Core Insurance Solution (CIS) has almost been completed (CBS-88.89% and CIS-99.39%) in technically feasible Post Offices. Efforts are on to provide stable connectivity to the remaining POs so as to expedite CBS & CIS migration. A total of 946 ATMs have been installed.
2.	<b>Core System Integrator (CSI)</b> Solutions relating to Mails, Postal counters Remittances, Human Resource (HR), Finance & Accounts (F&A), Customer Interaction etc. and Common Infrastructure.	March, 2017.
3.	<b>Change Management (CM)</b> Preparing the workforce of the Department, including the Gramin Dak Sewaks for the complete change in the Department's working after implementation of the Project.	March, 2017.
4.	<b>Mail Operations Hardware (MOH)</b> Providing postman handheld devices & Hardware for Mail offices & Transit Mail Offices.	December, 2016.
5.	<b>Rural ICT Hardware (RICTRH)</b> Supply & installation of Hardware and other peripherals, connectivity and solar backup systems to 130000 Rural Branch Post Offices.	40,000 offices shall be covered by November, 2016.
6.	<b>Rural ICT RSI (RICTRSI)</b>	March, 2017.

Sl. No.	Project	Expected time of completion
	Development of Core application platform, development of MGNREGS application and expansion of already existing e-MO application for RICT hardware devices.	

**Installation of mobile towers in Sialkal range in Champhai, Mizoram**

2998. SHRI RONALD SAPA TLAU: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether mobile telephone services in Mizoram are suffering due to call drops of various mobile service providers, if so, the details of action taken to rectify the same;
- (b) whether more mobile towers need to be installed in the backward Sialkal range in Champhai district to compensate for the lack of good surface communication; and
- (c) the details of action plan of BSNL and Government to install more mobile towers in Sialkal range, especially in the border areas in and around Mimbung and Teikhang villages, if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) to (c) Sir, as per provisions of the Telecom Regulatory Authority of India (TRAI) Act, 1997, TRAI prescribes Quality of Service (QoS) norms and monitors the performance of cellular mobile service providers, against the norms for the various parameters laid down by it through QoS Regulations, through performance monitoring reports submitted by service providers for the licensed service area. For the purpose of Telecom Service license, the state of Mizoram is a part of the North East service area. QoS is monitored by TRAI service-area-wise *i.e.* for the entire North East service area and separate monitoring of QoS parameters for the State of Mizoram is not done. As such, it is not possible to assess as to whether mobile telephone services in Mizoram are suffering due to call drops of various mobile service providers.

As per the performance monitoring reports for the quarter ending March 2016, submitted by the service providers for 2G and 3G Services, it is seen that in the North East service area the non-compliance with benchmark for call drop is observed only in the 2G & 3G network of M/s Bharat Sanchar Nigam Limited (BSNL) for the parameter "call drop rate/Circuit Switch Voice drop rate" and "worst affected cells having more than 3 per cent Traffic Channel (TCH) drop rate" and also in the 3G network of M/s Aircel for parameter, "worst affected cells having more than 3 per cent TCH drop rate".