

(b) Yes, Sir. The Department is taking steps to continuously improve its operational efficiency for all kinds of mail including Registered Post. Under the Mail Network Optimisation Project of the Department the entire network for Registered Post has been optimised and infrastructure of the mail processing offices upgraded. The processes involved in the entire value chain of a registered mail have been redefined and the MIS developed for the various legs from booking to delivery of a registered mail is monitored at all level of administrations and corrective actions taken as required.

Benchmark for call drops by telecom operators

55. SHRI DEREK O'BRIEN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether telecom operators are adhering to the benchmark of 2 per cent for call drops, if so, the details thereof;

(b) the average rate of call drops currently and the initiatives taken by Government to ensure adherence to the benchmark;

(c) the infrastructure targets of Government to minimize call drops;

(d) the total number of cellular towers commissioned by the Ministry in Government-owned buildings and spaces, along with the details thereof; and

(e) whether Government is on its target to achieve the installation of such cellular towers, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) Yes, as per Telecom Regulatory Authority of India (TRAI) Report for quarter ending June 2017, all telecom service providers for 2G and 3G services are complying to TRAI's Call drop benchmark of $\leq 2\%$ for Licensed Service Area (LSA) as a whole. This position has been maintained on consistent basis since the quarter ending September 2016.

(b) and (c) The average rate of call drops for Licensed Service Area (LSA) as a whole for each 2G and 3G telecom service provider as given in TRAI Report for quarter ending June 2017 is given in the Statement (*See below*) for both 2G and 3G services separately. Average value of call drop rate in different License Service Areas (LSAs) is in the range from 0.03 % to 1.98 % against call drop rate benchmark of 2% on average basis for the entire LSA across 23 LSAs.

Some of the major initiatives taken by the Government are as follows:

(i) making available sufficient spectrum for mobile services including auction of 965 MHz in 2016,

- (ii) allowing Spectrum Sharing, Trading and Liberalisation of administratively allocated spectrum as per the guidelines to facilitate efficient utilisation,
- (iii) permitting sharing of active as well as passive infrastructure by the telecom service providers for achieving higher utilisation efficiency,
- (iv) notification of Indian Telegraph Right of Way Rules, 2016 in November 2016 for regulating underground infrastructure (optical fibre) and over-ground infrastructure (mobile towers),
- (v) periodic review of expansion of mobile networks and related improvements carried out by the Telecom Service Providers (TSPs)-leading to addition of around 6.35 lakh additional Base Transceiver Stations on aggregate basis for 2G/3G/4G services during the period- July 2015 to November 2017.

(d) and (e) The Department of Telecommunications is facilitating telecom service providers to get necessary site-space for installation of cellular towers and related equipments in Government Buildings and Estate. Some of the areas include New Delhi Municipal Corporation Area (NDMC), Central Secretariat Buildings/estate, Cantonment Areas under Ministry of Defence and Postal Buildings under Department of Posts for which the guidelines/policy for allotment of site-space for telecom installations have been issued. The allotted site is shared by multiple telecom service providers for 2G/3G/4G services, subject to technical feasibility.

In Delhi, 15 sites were allocated by Ministry of Urban Development out of which 13 have been commissioned. Further, in New Delhi Municipal Council (NDMC) Area, 04 sites have been commissioned and work is in progress for another 05 sites. As an interim solution, 22 Cell-on-wheels have also been commissioned. Further, 59 sites for installation of Cell-on-wheels have been granted recently in Delhi Cantonment Area. Similarly, 06 sites have also been allocated by the Ministry of Urban Development in Mumbai as per request by service providers.

Since the telecom towers are installed with a long-term view to serve for the license duration which is twenty years at a time, it is continuous process to roll-out new sites as per changing traffic requirements from customers' end. Hence, infrastructure targets are set by Telecom Service Providers from time to time keeping in view the additional traffic and Quality of Services Regulations.

Statement

Details of License Service Area (LSA)-wise average values of Call drop rates in 2G/3G networks of the concerned service providers as per TRAI Report for the quarter ending June 2017

LSA Name	Range of Average Call-drop rates-Mobile services (in percentage) (TRAI benchmark <=2%)	
	for 2G services	for 3G services
Andhra Pradesh	0.10 to 0.90	0.19 to 0.47
Assam	0.48 to 1.91	0.09 to 1.77
Bihar	0.18 to 1.57	0.06 to 1.23
Chennai	0.70	1.27
Delhi	0.19 to 1.81	0.41 to 1.71
Gujarat	0.10 to 0.75	0.18 to 1.03
Haryana	0.10 to 1.28	0.13 to 0.47
Himachal Pradesh	0.03 to 1.98	0.06 to 0.86
Jammu and Kashmir	0.13 to 1.20	0.04 to 1.33
Karnataka	0.08 to 0.72	0.13 to 0.73
Kerala	0.07 to 0.74	0.15 to 0.74
Kolkata	0.12 to 1.85	0.12 to 1.23
Madhya Pradesh	0.16 to 1.18	0.05 to 0.73
Maharashtra	0.14 to 1.05	0.25 to 1.03
Mumbai	0.17 to 1.62	0.09 to 1.56
North East	0.34 to 1.92	0.04 to 1.60
Orissa	0.22 to 1.91	0.09 to 1.90
Punjab	0.09 to 1.33	0.03 to 0.36
Rajasthan	0.19 to 1.08	0.07 to 0.97
Tamil Nadu	0.09 to 1.01	0.21 to 0.49
Uttar Pradesh (East)	0.15 to 1.58	0.29 to 1.43
Uttar Pradesh (West)	0.12 to 1.37	0.16 to 0.58
West Bengal	0.07 to 1.50	0.17 to 0.78