

left behind in e-commerce space, would now be able to maximize their reach and retailing power by leveraging the vast physical and IT network of the Department of Posts; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) and (b) Yes Sir. India Post has launched its own e-Commerce Portal on 14.12.2018 to provide end to end support to sellers including Rural Artisans, Self Help Groups, Women Entrepreneurs and Online Retailers to sell their product across the country. Department of Post's own products like Gangajal will also be available on the e-Commerce Portal. The e-Commerce Portal can be accessed at <https://ecom.indiapost.gov.in>

(c) and (d) Yes Sir. Small and Local sellers, who have been left behind in e-Commerce space would now be able to maximize their reach and retailing power by leveraging the vast physical and IT network of the Department of Posts. After getting registered on the Portal through Circle Office Small/Local Sellers can induct their ordered items in the Local Head Post Office to which they are attached. In order to attract these sellers, exemption in security deposit for six months has been granted. In addition to this, waiver of market place commission (7%) has also been extended.

Call drop rate

2638. SHRI DEREK O'BRIEN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government has carried out tests to ascertain the call drop rate;

(b) whether there are plans to carry out tests on a pan-India basis and the details thereof;

(c) the steps taken by Government to reduce the rate of call drops;

(d) whether Government has allowed the installation of telecom towers at Government buildings to reduce call drops; and

(e) the number of such towers installed at Government buildings?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI MANOJ SINHA): (a) In order to assess the network quality of mobile services of Telecom Service Providers (TSPs), Telecom Regulatory Authority of India (TRAI) has been regularly conducting Independent Drive Tests (IDTs) in cities, Highways and rail routes.

Recently, IDTs on 8 Highways and 3 sections of Train Routes were conducted during 16th August, 2018 to 4th October, 2018 wherein Key Performance Indicators (KPIs) including KPIs related to Drop Call Rate were assessed for the mobile networks of the concerned TSPs operating in the respective areas.

The findings of respective Highways and sections of rail routes are given in the Statement (*See* below).

(b) TRAI is already implementing operator assisted Drive Tests in all Long Distance Charging Areas (LDCAs) throughout the country under the supervision of TRAI's appointed independent agency and TRAI officials. This will give an indication of the coverage, voice quality and call drop issues in various parts of the country so that the service providers could take necessary action to address the problems in those areas.

(c) In order to address call drops, following steps have been taken:—

- (i) DoT has taken several policy initiatives to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/liberalisation of spectrum, permitting passive and active infrastructure sharing, notification of Right of Way Rules 2016, making available Government land/buildings for installations of towers etc.
- (ii) About 9.74 lakh additional Base Transceiver Stations (BTSs) for 2G/3G/4G-LTE services have been added by TSPs since July, 2015 taking the total BTS count in the country to about 20.07 lakh in November, 2018. Moreover, about 9.59 lakh 2G/3G Cells have been rectified/optimised by TSPs during July, 2016 to October, 2018.
- (iii) In order to obtain direct feedback from subscribers, DoT has launched an Interactive Voice Response System (IVRS) wherein, around 2.15 crore subscribers have been individually contacted since December, 2016, of which 30.1 lakh subscribers have participated in the survey. The feedback is shared with the TSPs every week for taking corrective actions in a time bound manner. As a result, about 85,000 individual cases of call drops have been resolved so far.

(d) Yes Sir. The use of Government buildings/estate has been permitted for installation of mobile towers and related telecom equipments.

(e) Over 20,900 mobile towers have been installed at the Government buildings/estate by various TSPs and Infrastructure Providers (IPs).

Statement

Details of the highways and sections of rail routes covered in TRAI's Independent Drive Test during 16th August, 2018 to 4th October, 2018 and the key findings thereof:

Part-I: Highways

Sl.No.	Highways	Findings thereof
1.	Asansol to Gaya	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except M/s BSNL (2G), Tata (2G), Airtel (3G), BSNL (3G) and Idea (3G).
2.	Bangalore to Murdeshwar	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Vodafone (2G) and Idea (3G).
3.	Dehradun to Nainital	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except BSNL (2G), Idea (2G), BSNL (3G) and Tata (3G).
4.	Digha to Asansol	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (3G) and Idea (3G).
5.	Gaya to Danapur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (2G) and Tata (2G).
6.	Mount Abu to Jodhpur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except BSNL (2G) and BSNL (3G).
7.	Raipur to Jagdalpur	All the TSPs have met the benchmark of $\leq 2\%$ of Drop Call Rate except Airtel (2G), BSNL (2G), Airtel (3G), BSNL (3G), Tata (3G) and Vodafone (3G).
8.	Srinagar to Leh	Both the TSPs Airtel and BSNL are not meeting the benchmark of $\leq 2\%$ of Drop Call Rate

Part-II: Sections of Railway Routes

Sl.No.	Railway Routes	Findings thereof
1.	Allahabad to Gorakhpur	Only Reliance Jio is meeting the benchmark of
2.	Delhi to Mumbai	$\leq 2\%$ of Drop Call Rate.
3.	Jabalpur to Singrauli	

Issue of call drops

2639. KUMARI SELJA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Ministry is aware of the report by TRAI which includes call