

Mobile connectivity issues across the country

502. SHRI K.R. SURESH REDDY:

SHRI VAIKO:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that people are facing lot of difficulties due to mobile connectivity issue across the country;

(b) the number of complaints received regarding weak signal, call drop, weak connectivity during the conversation during the last three years;

(c) whether any guidelines have been issued to mobile network service providers to improve the mobile connectivity, including strengthening tower signals;

(d) if so, the details thereof;

(e) the amount deposited by mobile operators for not meeting the norms, during the last three years, State-wise and operator-wise; and

(f) whether TRAI has issued new quality norms for 4G networks, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI DHOTRE SANJAY SHAMRAO): (a) People may face difficulties due to mobile connectivity issue which arise due to many reasons including characteristics of radio propagation for wireless communications, non-availability of sites due to acquisition problems, non-availability of free channel to serve a call attempt etc.

(b) The number of incidents of Mobile Call Drops/ Improper Network Coverage reported through Centralised Public Grievance Redressal And Monitoring System (CPGRAMS) to Department of Telecommunications (DoT) for the last three years 2017,2018, 2019 and current year (upto 31st August, 2020) are 4534, 1678,1162 and 149 respectively.

Moreover, as reported by Telecom Regulatory Authority of India (TRAI), details of connectivity incidences received in TRAI during the last three years against various Telecom Service Provider (TSPs) are given below:—

Sl. No.	Nature of Complaints	2017-18	2018-19	2019-20
1.	Call Drop	748	862	568
2.	Poor Mobile Signal	3402	5595	9145

(c) TRAI has laid down the standards of Quality of Service for the mobile network service providers to improve the mobile connectivity, including strengthening tower signals.

(d) TRAI has laid down the standards of Quality of Service for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March 2009 and amended from time to time for mobile network service providers to improve the mobile connectivity, including strengthening tower signals.

(e) Wherever the standard/benchmark is not met, the explanation of the service providers is called for by TRAI and after considering the explanation submitted by service providers in this regard, TRAI imposes financial disincentives for non-compliance with the benchmark.

State-wise details of amount deposited by mobile operators is not maintained in TRAI for not meeting the benchmarks. Further, operator-wise details of amount deposited by operators *w.e.f.* 01.04.2017 is given below:—

Sl. No.	Mobile Operator	Amount Deposited (₹)
1.	Aircel/Dishnet	1,16,50,000
2.	Bharti Airtel	1,93,00,000
3.	BSNL	85,50,000
4.	Idea	1,55,00,000
5.	MTNL	3,50,000
6.	Reliance Jio	85,00,000
7.	Telewings	37,50,000
8.	Tata	1,63,00,000
9.	Vodafone	1,99,50,000

(f) The network related parameters were reviewed and notified on 18.08.2017. Two new parameters for assessing call drop in mobile network, viz. Drop Call Rate(DCR) spatial distribution measure (benchmark < 2%) implies that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days. Similarly, another new parameter, DCR temporal distribution measure (benchmark < 3%) will give confidence that on at-least 90% of Days, network performed better than specified 3% benchmark for at-least 97% of the Cells. The regulations have since come into force from 1st October, 2017. Moreover, TRAI in the year 2018 has also introduced new QoS parameters (Uplink Packet Drop Rate and Downlink Packet Drop Rate) for assessing 4G Voice over Long Term Evolution (VoLTE) networks.

Withdrawal of 4G allotment from BSNL

503. SHRI M. SHANMUGAM: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Bharat Sanchar Nigam Ltd. (BSNL) had been allocated 4G spectrum earlier, the details thereof;
- (b) if so, the reasons for withdrawing the allotment of 4G spectrum from BSNL; and
- (c) the measures taken to infuse working capital and to provide more telecom operational functions to BSNL to make it more viable, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI DHOTRE SANJAY SHAMRAO): (a) No Sir.

(b) The question does not arise.

(c) BSNL has informed that cash inflow from operations are sufficient to meet working capital requirement of BSNL for telecom operational need.

Information security audit of telecom operators

504. SHRI JYOTIRADITYA M. SCINDIA: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Government has directed all the telecom operators in the country to undertake an information security audit of their networks and submit report(s);