

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2291
TO BE ANSWERED ON 17TH DECEMBER, 2021**

FREQUENT CALL DROPS ON MOBILE SETS

2291. SHRI JAWHAR SIRCAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the reasons for increase in call drops and disconnection in calls over mobile sets and how does the Ministry measure or view this alarming problem;
- (b) whether each of these phone calls are charged separately, as is alleged by people; and
- (c) the remedies against and the steps being taken to improve this marked deterioration in mobile telecom services?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) The call drop in a mobile network can happen due to many reasons including characteristics of radio propagation for wireless communication, non-availability of sites due to acquisition problems etc. The occurrence of call drops is found to be common in mobile networks across the world with varying degree of occurrences. Telecom Service Providers (TSPs) in India are required to ensure that the call-drop rate in their mobile networks remain within the benchmarks laid down by Telecom Regulatory Authority of India (TRAI).

TRAI has been monitoring the performance of TSPs for the License Service Area (LSA) as a whole, through Quarterly Performance Monitoring Reports (PMRs) submitted by them against the benchmarks for various Quality of Service parameters laid down by TRAI. TRAI imposes financial disincentives for non-compliance with the benchmark.

(b) Generally, the phone calls are charged by the TSPs as per the existing tariff plan of the subscriber.

(c) Department of Telecommunications (DoT) has also taken several policy initiatives to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/liberalisation of spectrum, permitting passive & active infrastructure sharing, making government land/buildings available for installations of towers, etc. Nearly, 16.56 lakh additional Base Transceiver Stations (BTSs) for 2G/3G/4G-LTE services have been added by TSPs during the period from March 2014 to 11th December 2021 across the country.

Moreover, in order to obtain direct feedback from subscribers on call drop, DoT has launched an Interactive Voice Response System (IVRS) wherein around 5.40 crore subscribers have been individually contacted since December-2016. Out of these, 71.23 lakh subscribers have participated in the survey. The feedback is shared with the TSPs for taking corrective actions in a time bound manner. As a result, about 1.68 lakh individual cases of call drops have been resolved so far and around 7,875 BTSs have been installed by the TSPs specifically to resolve the call drop issues received through the above mentioned IVRS.
