

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1131
TO BE ANSWERED ON 5TH DECEMBER, 2024**

ISSUE OF CALL DROP AND POOR NETWORK

1131 SHRI P. P. SUNEER:

Will the Minister of Communications be pleased to state:

- (a) whether Government keeps data for call-drop for both private and government telecom operators, service provider-wise, for the last one year;
- (b) whether Government maintains data on strength of mobile networks provided by service providers, if so, service provider-wise data for all telecom zones;
- (c) whether Government imposes any penalty on service providers for call-drop or low network connectivity, if so, the criteria and details for the last one year; and
- (d) the mechanisms available to consumers to report call-drops or low network connectivity, the details of the complains received and action taken in the last one year?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) Telecom Regulatory Authority of India (TRAI) collects the data for call drops of all service providers on quarterly basis. Details for call-drop for last one year (from 1st Oct 2023 to 30th Sept 2024) is given below:

Service Provider	Average Drop Call Rate (DCR)	
	Network_Quality of Service DCR Spatial Distribution (90,90) (Benchmark $\leq 2\%$) *	Network_Quality of Service DCR Temporal Distribution (97,90) (Benchmark $\leq 3\%$) **
Airtel	1.20	1.61
BSNL	1.71	2.03
MTNL	1.54	1.83
RJIL	0.22	0.38
VIL	1.51	2.12

* Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)] (benchmark $\leq 2\%$) implies that at-least 90% of Cells in the network should perform better than specified 2% benchmark on at-least 90% of days.

** Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)] (benchmark $\leq 3\%$) implies that on at-least 90% of Days, network performed better than specified 3% benchmark for at-least 97% of the Cells.

(b) Government does not maintain the data on strength of mobile network.

(c) TRAI imposes financial disincentives for non-compliance of benchmark related to call-drop. The explanation of the concerned service provider for non-compliance is called for and after considering the response of the service provider, financial disincentives are imposed, as per existing regulation.

Details of financial disincentives imposed for non-compliance of call drop is given below:

Service Provider	Financial disincentives imposed (In Lakhs)	
	2023	2024 (till quarter ending June-24)
Airtel	0	0
BSNL	0	0
MTNL	1	0
RJIL	0	0
VIL	0	0

(d) Following mechanisms are available to consumers to report call drop or low network connectivity:

- i. Consumers can lodge complaints at the complaint centre of the concerned Telecom Service Providers (TSPs). In case a complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with the Appellate Authority of the TSPs.
- ii. The complaint can also be lodged in Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal for redressal.

Details of Complaints related to Call Drop and Network Connectivity are as under:

S.No.	Year	No. of Complaints	
		TRAI	CPGRAMS
1	2024 (till 21.11.2024)	5864	11907

All the grievances received were sent to the concerned Telecom Service Providers for resolution.
