

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 339
TO BE ANSWERED ON 06TH FEBRUARY, 2025**

CALL DROP PENALTIES

339 SHRI SANJEEV ARORA:

Will the Minister of Communications be pleased to state:

- (a) the total penalty amount collected from telecom operators for non-compliance with call drop standards over the last three years, operator-wise;
- (b) the effectiveness of the current penalty structure for telecom operators failing to meet call drop standards, supported by data showing changes in call drop rates in regions with consistent penalties over the last three years;
- (c) whether there are measures in place to ensure consumer awareness about their right to quality network services; and
- (d) whether call drop complaints can be reported if so, the details thereof, and if not, the reasons therefor?

ANSWER

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

- (a) Details of financial disincentives imposed on service providers by Telecom Regulatory Authority of India (TRAI) for non-compliance of drop call related benchmarks for the last three years is given below:

Service Provider	Financial Disincentives imposed (in Lakhs)		
	2021-22	2022-23	2023-24
Airtel	0	0	0
BSNL	4	0	0
MTNL	0	0	1
RJIL	0	0	0
VIL	0	0	0

(b) The number of non-compliance cases against the benchmarks for call drop parameters have been reduced significantly over the years. The instances of non-compliances of service providers against the benchmarks for call drop parameters over past three years are given below –

Year	Instances of non-compliance against call drop benchmarks
2021-22	8
2022-23	0
2023-24	1
2024-25	1

(c) TRAI undertakes Consumer Outreach Programs through its Regional Offices to make aware them about their right to quality network services. TRAI also undertakes registration of Consumer Organizations for helping in spreading the awareness among telecom consumers through various consumer awareness programs conducted across the country.

(d) Following mechanisms are available for consumers to report about complaint of call drops:

- i. Consumers can lodge complaints at the complaint centre of the concerned Service Provider. 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 Service Provider.
- ii. The complaint can also be lodged in Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal for redressal.
