

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2252
TO BE ANSWERED ON 20TH MARCH, 2025**

CALL DROPPING IN BSNL NETWORK

2252 DR. V. SIVADASAN:

Will the Minister of Communications be pleased to state:

- (a) whether Government has noticed the widespread problems of call dropping reported in BSNL networks;
- (b) whether Government has noticed the reports that there is lot of syncing problems with 3G and 4G equipments used in BSNL due to a sudden shift to indigenisation; and
- (c) whether there are any plans to completely replace the 3G towers by 4G towers?

ANSWER

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

(a) to (c) Telecom Regulatory Authority of India (TRAI) regularly monitors the performance of Telecom service providers against the benchmark for various Quality-of-Service (QoS) parameters. As per performance monitoring report (PMR), BSNL is meeting the benchmark of call drop related Quality-of-Service parameters of Cellular service in last four quarters i.e.(Quarter ending March 2024 to December 2024) in all LSAs.

While introducing new Atmanirbhar 4G system in the existing network, a lot of optimization activities have to be carried out and those are in place. In this process, temporary disruption complaints in network services are reported from some places sometimes, however they are attended promptly. With migration of network from old technology to new 4G network, the services are getting improved.

BSNL has planned to phase out 3G radios once the 4G roll out is complete.
