

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

**LOK SABHA
UNSTARRED QUESTION NO. 1421
TO BE ANSWERED ON 31ST JULY, 2024**

CALL DROPS AND POOR AUDIO CONNECTIVITY

**†1421 SHRI BIDYUT BARAN MAHATO:
SHRI LUMBA RAM:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether complaints of call drops and poor audio connectivity are being received continuously from 5G customers due to lack of fibre backhaul of towers in various circles;
- (b) if so, the details thereof;
- (c) whether any time limit has been set for the expansion of 5G services in all the major cities of the country including Rajasthan particularly in Jalore Sirohi; and
- (d) if so, the details thereof?

ANSWER

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

(a) & (b) No complaint of call drops and poor audio connectivity have been received from 5G customers separately. However, as per data available in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, the total grievances received during last 3 years and current year in the category “Call Drop” is attached as **Annexure-I**.

(c) & (d) 5G networks have been rolled out in all States/ UTs across the country and presently 5G services are available in more than 750 districts and 8,000 towns/cities in the country (including Rajasthan particularly in Jalore, Sirohi). More than 4.4 lakh 5G Base Transceiver Stations (BTSS) have been installed till date. Telecom Service Providers (TSPs) have expanded the 5G services and have gone beyond the minimum rollout obligations, as prescribed in the Notice Inviting Applications (NIA) for spectrum auction. Expansion of mobile services beyond these obligations depends on the techno-commercial consideration of the TSPs.

Annexure-I

Annexure referred to in reply of Para (a) & (b) of Lok Sabha Unstarred Question No. 1421 to be answered on 31st July, 2024 raised by Hon'ble Members of Parliament Shri Bidyut Baran Mahato and Shri Lumba Ram, regarding "Call Drops and Poor Audio Connectivity".

The total grievances received during last 3 years and current year in the category "Call Drop"

Year Wise	Call drop Grievances
2021	2169
2022	877
2023	1833
2024	929
