

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1525  
TO BE ANSWERED ON 31<sup>ST</sup> JULY 2024**

**CALL DROP RATE**

**†1525. SHRI CHAMALA KIRAN KUMAR REDDY:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether it is the fact that the call drop percentage in India is 4.73% which is almost 58% higher than the global standards and 135% higher than TRAI's target and if so, the details thereof and the reasons therefor;
- (b) the steps taken by the Government to reduce the call drop rate;
- (c) the details of the percentage of call drops by each service provider separately during each of the last seven years; and
- (d) the details of the penalty imposed and other measures taken against the service provider if the cases of call drop are higher than the TRAI target?

**ANSWER**

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

- (a) As per the Performance Indicator Report for quarter ending March 2024 published by Telecom Regulatory Authority of India (TRAI), all the Telecom Service Providers (TSPs) are meeting the benchmarks of Call Drop Percentage.
- (b) Government has taken various steps such as assignment of sufficient spectrum, passive and active infrastructure sharing, Right of Way Rules 2016 and amendments, etc. to facilitate expansion and improvement of Quality of Telecommunication Services.
- (c) & (d) Details of service provider wise percentage of call drops (average across all License Service Areas) during last seven years (quarter ending December 2017 to March 2024) and Financial disincentives imposed on service providers for non-compliance of drop call related benchmarks is attached at **Annexure-I**.

**Annexure-I**

**Annexure referred to in reply of Para (c) and (d) of Lok Sabha Unstarred Question No. 1525 to be answered on 31<sup>st</sup> July 2024 raised by Hon'ble Member of Parliament Shri Chamala Kiran Kumar Reddy, regarding "Call Drop Rate"**

S.No.	Name of TSP	2017-18 (Dec-17 onwards)			2018-19			2019-20		
		Avg. Drop Call Rate (DCR)		Financial Disincentives Imposed(for violation) (Rs. In Lakhs)	Avg. Drop Call Rate (DCR)		Financial Disincentives Imposed(for violation) (Rs. In Lakhs)	Avg. Drop Call Rate (DCR)		Financial Disincentives Imposed(for violation) (Rs. In Lakhs)
		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **	
1	Aircel	3.14	4.20	50	SNA ***	SNA ***		SNA ***	SNA ***	
2	Airtel	1.71	2.07		1.69	2.24	1	1.60	2.07	
3	BSNL	1.86	2.51	9	1.95	2.50	26	2.13	2.64	42.00
4	MTNL	1.80	2.39		1.70	2.26		1.62	2.23	
5	RJio	0.87	1.26		0.44	0.60		0.35	0.48	
6	Tata	1.45	2.71	29.5	0.15	0.96		0.13	0.40	
7	Telenor	2.12	2.74	13	SNA ***	SNA ***		SNA ***	SNA ***	
8	Idea	2.04	2.65	28.5	1.59	2.19	29	1.62	2.40	8.50
9	Vodafone	1.80	2.34	5	1.61	2.20	1	1.67	2.42	2.50
10	VIL	SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	

S.No	Name of TSP	2020-21		Financial Disincentives Imposed (for violation) (Rs. In Lakhs)	2021-22		Financial Disincentives Imposed (for violation) (Rs. In Lakhs)	2022-23		Financial Disincentives Imposed (for violation) (Rs. In Lakhs)	2023-24		Financial Disincentives Imposed (for violation) (Rs. In Lakhs)
		Avg. Drop Call Rate (DCR)			Avg. Drop Call Rate (DCR)			Avg. Drop Call Rate (DCR)			Avg. Drop Call Rate (DCR)		
		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **		[Network QSD(90,90)] ≤ 2% *	[Network QTD(97,90)] ≤ 3% **	
1	Aircel	SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	
2	Airtel	1.53	1.98		1.54	2.00		1.44	1.87		1.31	1.74	
3	BSNL	2.09	2.56	15.00	1.87	2.30	7.00	1.74	2.12		1.71	2.04	
4	MTNL	1.51	2.04		1.52	2.04		1.51	2.13		1.58	1.84	1
5	RJio	0.30	0.43		0.25	0.38		0.22	0.37		0.23	0.39	
6	Tata	SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	
7	Telenor	SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	
8	Idea	1.70	2.46	5.00	SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	
9	Vodafone	1.73	2.48		SNA ***	SNA ***		SNA ***	SNA ***		SNA ***	SNA ***	
10	VIL	1.57	2.24		1.56	2.20		1.57	2.19		1.57	2.20	

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

\*\*\* SNA – Services Not Available

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