

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:4930
ANSWERED ON:26.04.2010
CALL DROPS FACED BY MOBILE SUBSCRIBERS
Maadam Shri Vikrambhai Arjanbhai

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government is aware of the problems of call drops being faced by mobile subscribers;
- (b) if so, the names of the companies whose subscribers have to face the problem of call drops; and
- (c) the steps taken/being taken by Government to overcome this problem?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) to (c) Madam, the quality of service provided by service providers, against the quality of service standards notified by Telecom Regulatory Authority of India (TRAI) from time to time, are monitored by TRAI through performance monitoring report submitted by service providers; through audit & assessment of quality of service and surveys by independent agencies. The Call drop can happen due to inadequate coverage and interference etc. From the performance monitoring reports submitted by service providers it is seen that the service providers are generally meeting the benchmark of call drop, which is less than or equal to 2%.

In the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March, 2009, the benchmark for call drop rate has been made more stringent which is < 2% as against 3% earlier. There are pockets/localities where call drop could be a problem due to insufficient coverage, interference etc. To address this issue, TRAI has specified in these new regulations, a parameter called "% of worst affected cells having more than 3% Traffic Channel (TCH) drop (Call drop)" enabling the monitoring of the network at cell level by the service providers. The results of these audit and survey were widely published for public /stakeholders knowledge. TRAI takes up with the Service Providers to address issues in meeting the Quality of Service benchmarks.