

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

UNSTARRED QUESTION NO:3243  
ANSWERED ON:16.03.2011  
CALL DROP PROBLEM  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether call drop problems are increasing in the mobile network in some States including Madhya Pradesh;
- (b) if so, the details thereof and action taken by the Government in this regard;
- (c) whether the call drop problem is more frequent in the areas where 3G services has been launched;
- (d) if so, the details thereof and reasons therefor; and
- (e) the action taken by the Government to improve the network quality in these States where the problem is more serious?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) 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.

In the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March 2009 two parameters have been defined for assessing Call drop viz Call drop rate [ Benchmark ? 2% ] and % of worst affected cells having more than 3% Traffic Channel Congestion(TCH) drop (Call drop)rate [ Benchmark ? 5% ]. From the Performance Monitoring Reports submitted by service providers for the quarter ending September 2010 and December 2010, it is seen that the service providers are generally meeting the benchmark of call drop and the number of service providers who are not meeting the benchmark, out of 236 licensees, has come down from 8 licensee in September 2010 to 6 licensee in December 2010.

As regards the parameter "% of worst affected cells having more than 3% TCH drop (Call drop) rate" the number of service providers who are not meeting the benchmark, out of 236 licensees, has marginally increased from 37 licensee in September 2010 to 42 licensee in December 2010. However, in Madhya Pradesh service area only BSNL is not meeting the benchmark for the parameter Call drop rate. As regards the parameter "% of worst affected cells having more than 3% TCH drop (Call drop) rate, BSNL, Etisalat and Idea are not meeting the prescribed benchmark.

(c) & (d) From the monitoring of quality of service parameters no relationship between Call Drop and launch of 3G Services is noticed as the benchmark for the parameter Call Drop Rate is generally met by the service providers and non-compliance with the benchmark for the parameter % of worst affected cells having more than 3% TCH drop (Call drop) rate is also observed in other service areas or networks where 3G has not been launched.

(e) TRAI has been taking various steps to ensure quality of service by the service providers. Some of these steps are given below:-

1. TRAI has been monitoring the performance of Service Providers against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, POI congestion is also being monitored on monthly basis.

2. TRAI also undertakes objective assessment of the Quality of Service of Basic, Cellular and Broadband Services through independent agencies. A customer satisfaction survey is also conducted quarterly through these agencies. The results of these audit and survey are being widely published for public/Stakeholders knowledge.

3. TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks.