GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

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DISRUPTION OF COMMUNICATION SYSTEM AFTER MUMBAI BLAST
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the entire communication service system was disrupted in Mumbai immediately after bomb blasts on 13 July,2011;

(b) if so, the details thereof and the reasons therefor; and

(c) the action taken by the Government in this regard?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) As per reports received from various Telecom Service Providers (TSPs), there was sudden increase in traffic for some time due to which customers had to make multiple call attempts to get a call through in some networks. Replies received from TSPs in Mumbai on the question, whether their networks failed after the said incident, are given below:-

SI.No.	TSP	Reply of TSPs
1	Aircel	No
2	Airtel	Network did not go down
3.	Etisalat	Network was not jammed.
4.	Idea	Idea Mumbai network did not go off completely. Due to the said event, there was 4 times increase in the number of call attempts and thus the call success rate as % of total calls attempted, did undergo a dip. Though this may have led to customers being able to get successful call after several attempts, this phenomenon was restricted to only certain parts of the city. Due to this sudden increase in call attempts out of 6 MSCs (Mobile Switching Centres) of Idea cellular catering to Mumbai traffic only 1 MSC catering to the parts of South Mumbai experienced overload conditions and Idea network team quickly brought the situation under control by administering overload control techniques due to which Idea Mumbai network actually carried 20% higher traffic than average busy hour traffic.
5.	Loop	Network was fullyactive.
6.	MTNL	The Mobile network of MTNL Mumbai did not failed after the incident

of Bomb Blast. However due to heavy traffic towards 3 BSCs (Base Station Controllers) which were covering the area where bomb blast has taken place were affected. The Core network of GSM MTNL Mumbai was able to handle the excess traffic and the Traffic towards other BSCs and landline network of Mumbai were normal & not affected. Heavy Traffic (4 to 5 times than the average Traffic) was observed towards Inter-operator networks that were passed on other network with 80 to 90 % Call Success Rate despite traffic period.

7 RCOM Network did not go off.

8. SSTL(MTS) Network was not impacted & no congestion observed

9. TTML The network experienced and carried hight traffic. There was no outage of any of the Network Elements. Due to heavy traffic multiple call attempts were experienced.

10. Uninor There was no congestion for Uninor to Uninor Calls.

11. Videocon Network was not affected & no congestion was there in the network.

12. Vodafone Primarily the network was overloaded between 19:00 - and 20:30 on 13th July, 2011. The reason for this was the sudden and massive spurt in both incoming and outgoing calls to and from Mumbai during this period. The traffic multiplied nearly 3 times the peak levels.

(b) & (c) In the situations like the bomb blast in Mumbai, generally there is an increase in overall traffic in the complete network with sharper increase in the affected areas. This increases STD traffic as well as inter-operator traffic. Depending upon the customer base, average loading of the TSPs' network and his network capacity, impact on call carrying capacity during such eventualities can vary substantially. This can lead to multiple call attempts and enhanced traffic leads to adverse multiplier effect on call carrying capacity of the network. The reports received from the TSPs as indicated in (a) above shows the same trend.