

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

UNSTARRED QUESTION NO:1331

ANSWERED ON:21.03.2012

POOR SIGNAL/CALL DROP PROBLEM

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

- (a) whether the mobile subscribers of MTNL and BSNL are facing network call drop problem in their respective service areas;
- (b) if so, the reasons therefor and the number of complaints received in this regard, State-wise;
- (c) whether the MTNL mobile signals are very poor in Delhi particularly in New Delhi area;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the corrective measures being taken by the Government to improve poor signal problem of both the companies and the action taken by the Government against the officials responsible for the same?

**Answer**

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

(a) & (b) Yes Madam. Some complaints from subscribers have been received regarding call drops by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) in their respective service areas. However, the mobile telecom services provided by BSNL and MTNL are, in general, meeting the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI) including the benchmark for call drop rate. For the quarter ending 31.12.2011, the average call drop rate of BSNL is 1.52 and that of MTNL is 1.4 against the TRAI benchmark, of 2.0.

In case of BSNL, the mobile network is over loaded and there has been a capacity constraint in some states due to the shortage of Global System for Mobile communication (GSM) based mobile equipment. Shortage of mobile equipment in BSNL is due to the fact that it could not procure the GSM based equipment in the last few years.

(c) & (d) The coverage problems in some areas of MTNL are reported which are addressed by MTNL on dynamic basis.

(e) BSNL has initiated the action for procurement of GSM equipment for future expansion. However, BSNL and MTNL augment their mobile network progressively based on techno-commercial considerations so as to enhance coverage and capacity and to further improve the Quality of Service. They are also optimising their network continuously for its performance.