

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

UNSTARRED QUESTION NO:6827

ANSWERED ON:08.05.2013

CALL DROP PROBLEM

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) has expressed its concern about rising call drop in the network of both telecom PSUs and private telecom companies;
- (b) if so, the details thereof, company wise and State-wise;
- (c) whether a large number of complaints have been received from the Members of Parliament for call drop and poor network of MTNL particularly in Delhi;
- (d) if so, the details thereof and the survey, if any, conducted by the Government in this regard along with the action taken thereon; and
- (e) the corrective steps taken by the Government to prevent the call drop in the network of both public and private sector companies and to ensure compliance of the quality of services benchmarks for network related parameters?

Answer

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

(a) & (b) Madam, as per Telecom Regulatory Authority of India (TRAI) Act 1997, TRAI monitor quality of service provided by telecom service providers. TRAI has laid down the quality of service standards for Cellular Mobile Telephone Service through the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March 2009. In these Regulation TRAI has prescribed the benchmarks for call drop viz Call Drop Rate [Benchmark = 2%]. As per the Performance Monitoring Report submitted by the service providers to TRAI for quarter ending December 2012, the Call Drop Rate benchmark is met by almost all the operators, except by Bharat Sanchar Nigam Limited (BSNL) in North East service area, where the benchmark is marginally not met.

(c) TRAI has not received large number of complaints from the Member of Parliament for call drop and poor network of MTNL particularly in Delhi. However, TRAI recently received a complaint from a Member of Parliament regarding poor coverage and call drop around his residence at Talkatora Road, New Delhi from all major service providers. The service providers have been advised to take necessary action to address the problem.

(d) & (e) In the recent past, TRAI had advised all service providers to conduct a drive test in the area of New Delhi Municipal Corporation (NDMC) of Delhi to identify problem areas. As per the drive test report submitted by Mahanagar Telephone Nigam Limited (MTNL), the Call Drop rate, Call Set-up Success Rate and Percentage of Good Voice Quality are within the benchmarks laid down by TRAI.

TRAI has been taking various steps to ensure quality of service by Cellular Mobile Telephone Service Providers. Steps taken by TRAI are as below:

1. TRAI has been monitoring the performance of Cellular Mobile Service, against the benchmarks given for the various parameters laid in Quality of Service Regulation through Quarterly and Monthly Performance Monitoring Reports. In addition, point of interconnection (POI) congestion is also being monitored on monthly basis.
2. TRAI also undertakes objective assessment of the Quality of Service Cellular Mobile Service through independent agency. A customer satisfaction survey is also conducted quarterly through this agency. The results of these audit and survey are published for public/Stakeholders knowledge on the website.
3. TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks.
4. TRAI has recently prescribed financial disincentives for non-compliance with Quality of Service benchmarks.