

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

UNSTARRED QUESTION NO:63  
ANSWERED ON:07.07.2014  
MOBILE COMMUNICATION SYSTEM  
Meghwal Shri Arjun Ram

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

- (a) whether the Government has taken note of frequent call drops in the cellular communication system of Bharat Sanchar Nigam Limited (BSNL);
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps taken/being taken by the Government to improve the quality of service by BSNL?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Quality of Service (QoS) parameters are prescribed by the Telecom Regulatory Authority of India (TRAI). While BSNL meets the benchmark parameters in general, the services of BSNL are below the benchmark levels for certain parameters in certain areas. The deficiencies in QoS parameters are on account of network performance, customer service delivery, congestion, inadequate network coverage etc.

The average call drop rate in BSNL Licensed Service Areas, is within the limit of benchmark prescribed by TRAI except in Assam, North-East and West Bengal.

The major reasons for deficiencies in BSNL's services are inadequate investment in infrastructure expansion in recent years, legacy issues of manpower, lack of availability of electricity supply etc.

(c) BSNL is actively engaged in preparing a revival plan for improvement in quality of services, addressing legacy issues and expansion of network coverage. BSNL is also optimizing their network continuously for improvement in performance.

BSNL has reported that it is augmenting its mobile network progressively to enhance coverage capacity through installation of 24765 Base Transceiver Stations (BTSs) for 2G and 3G services in their Licensed Service Areas (LSAs) including rural and urban areas as a part of Phase-VII expansion plan at a cost of Rs.4804 crores