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Title: Need to address the problem of frequent mobile call drops.

DR. KIRIT SOMAIYA (MUMBAI NORTH EAST): Sir, consumers are facing difficulties due to frequent call drops in all cell phone networks in the country. The condition is worst in Vodafone Network, especially in Delhi and Mumbai. As a result, the consumers have no other option but to pay two times, sometimes, even three times for a single call due to two to three call drops for a single conversation. Is it not indirectly a trick of extorting money from consumers to make more profit illegally?

In India, there is no standard definition of call drops. Internationally, the limit for dropped cell phone calls is two per cent. Mostly, the actual average disconnection rate is far lower. Though, officially, the Indian operators claim that the call drop rate is within two per cent, actually, one out of every five calls drop in India. In our neighbouring country, Bangladesh, the cell phone operator offering subscribers a minute of free talk time for every dropped call due to strict laws of that country on quality of cell phone service with stiff fines for violations. The operators there offer money back to customers for dropped calls with its 'Minute back on call drop' offer.

I urge upon the Government to take strict measures on call drops and tighten its rule for quality of service by cell phone operators by inserting a clause of fine for every call drop so that operators would seriously redress the issue of call drops.