

Strict actions against mobile operators for call drops: Palak

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State Minister for Posts, Telecommunications and Information Technology Zunaid Ahmed Palak has warned of strict actions against mobile operators for call drops from July 1.

He said that mobile phone customers are dissatisfied with the call drop. According to the test conducted by BTRC, the quality of service is not very satisfactory.

No matter the city or village, we will take into account the media reports and drive there. He said these things at a meeting organized on Sunday at the BTRC building in Agargaon of the capital regarding the call drop of mobile phone operators.

In the speech of the chief guest at the meeting, Junaid Ahmed Palak said that mobile phones have become a part of life now. But we see that customers are not satisfied with the service in many cases. The main objective of this meeting is to ensure the quality of service of mobile phone operators. It should be seen whether the customer is getting the service that they are promising.

The state minister said that whatever information the operators give about cold drop in the next six months, I personally will not be satisfied with only paper or digital presentation until we get a significant picture from customers and journalists.

Warning to be strict in enforcing the compensation that customers are supposed to pay for call drops, the Minister of State said that since we will take a stricter stance, the compensation should be done. We will try to give the maximum compensation, so that the mobile network operators are under a pressure to compensate them financially if they do not provide the service.