

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2933  
TO BE ANSWERED ON 10<sup>TH</sup> JULY, 2019**

**BSNL MOBILE NETWORK**

**2933. SHRI K. NAVASKANI:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware that BSNL mobile network is reportedly ineffective even in urban areas; and
- (b) if so, the details thereof and the reasons therefor along with the corrective steps taken by the Government in this regard?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND  
ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including Bharat Sanchar Nigam Limited (BSNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs).

As per latest PMR issued by TRAI for the quarter ending March 2019, for Cellular Mobile Telephone Service, BSNL is meeting the benchmark for all the parameters in all of its Licensed Service Areas (LSAs) except for the parameter “Network QoS DCR Spatial distribution measure or DCR Network\_QSD (90,90) (benchmark 2%)” and “Network QoS DCR temporal distribution measure or DCR Network\_QTD ( 97,90) (benchmark ≤ 3%)” in West Bengal Service area.

Steps taken by BSNL for further improvement of mobile services are as under:

- (i) BSNL is augmenting its mobile network progressively so as to enhance coverage and quality of service.
- (ii) BSNL is optimizing its network regularly for its performance.
- (iii) BSNL regularly surveys for the low signal area and take corrective measures for providing the services on techno commercial basis.

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