

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

**LOK SABHA
UNSTARRED QUESTION NO. 2974
TO BE ANSWERED ON 11TH MARCH, 2020**

NETWORK QUALITY OF BSNL

†2974. **SHRI PRADEEP KUMAR CHAUDHARY:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the network quality of Bharat Sanchar Nigam Limited (BSNL) is in poor condition in Uttar Pradesh;
- (b) if so, the details thereof;
- (c) the corrective steps taken by the Government in this regard;
- (d) whether BSNL is lagging behind in telecommunications market competition and there has been a drastic decrease in the number of its customers during the last three years; and
- (e) if so, the details thereof and the reasons therefor along with the steps taken by the Government in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS,
HUMAN RESOURCE DEVELOPMENT AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) to (c) Bharat Sanchar Nigam Limited (BSNL) has reported that network quality of its Mobile Service is satisfactory in Uttar Pradesh and in general meeting the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI). BSNL is continuously in the process to improve their services on PAN India basis and augmenting its GSM Cellular Mobile Network progressively, by carrying out the expansion of mobile network in different phases so as to enhance coverage/capacity and to further improve Quality of Service (QoS). For further improvement of network quality of Cellular Mobile Service, BSNL is continuously monitoring Cellular Mobile Network and regularly conducts drive tests/inter-circular network audit/surprise checks and optimizing its network for its performance in its service areas.

(d) & (e) Number of customers of BSNL for the last three years are as under:

S. No.	PSU	Number of customers (in crore) as on		
		31.03.2017	31.03.2018	31.03.2019
1	BSNL	11.51	12.41	12.69

Despite stiff competition and absence of 4G services (except at a few places), BSNL has managed to increase its customers. BSNL has also informed that its mobile number portability (MNP) during 2019-20 (till January 2020) is positive and port-out to port-in rate is 0.80.

The Government has approved the revival plan for BSNL on 23.10.2019. The revival plan inter-alia, includes the measures to reduce the Staff cost through a Voluntary Retirement Scheme (VRS) for the employees of age 50 years and above, administrative allotment of spectrum for providing 4G services, monetisation of assets for repayment of debt and generating resources for CAPEX/OPEX and debt restructuring by raising of sovereign guarantee bonds. With the implementation of the revival plan, BSNL will offer improved and competitive services to its subscribers and increase its customers.
