

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 220
TO BE ANSWERED ON 21ST JULY, 2023**

POOR PERFORMANCE OF BSNL's NETWORK

220 SHRI SANT BALBIR SINGH:

Will the Minister of Communications be pleased to state:

- (a) whether it is a fact that the subscribers of BSNL are facing huge problems due to poor performance of its network services and exchanges, if so, by when the BSNL exchanges would be updated;
- (b) the number of complaints received in the last three years against the poor performance of BSNL exchanges in the country and the number of complaints resolved, State-wise; and
- (c) the average time taken to resolve a complaint in BSNL and the action taken if the complaints are not heard by the authorities?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) The Landline / Mobile network services being provided by Bharat Sanchar Nigam Limited (BSNL) are working satisfactorily in all Licensed Service Areas and meeting almost all the Quality-of-Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI).

All working wireline exchanges in BSNL have already been converted from Time Division Multiplexing Technology (TDM) to latest Internet Protocol (IP) Based technology i.e. Next Generation Network (NGN) which offers integration of voice and data services for better customer experience and centralized control for better quality of service.

Government has also sanctioned CAPEX of Rs. 22,471 Crores for a period of four years up to FY 2025-26 that includes investment in 4G network.

- (b) & (c) The number of complaints received in the last three years against landline telephones of the BSNL exchanges and the number of complaints resolved, State-wise along with the mean time to repair (MTTR) the fault is attached as **Annexure-I**.

TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism. A consumer can lodge service related complaints at the complaint centre of BSNL and appeal can be registered with its Appellate Authority. If it remains unaddressed, the same may be submitted on Public Grievance portal (<http://pgportal.gov.in>) or in writing to Deputy Director General (DDG-PG), Department of Telecommunications.

Reply of Rajya Sabha Un-starred Question No. 220 for 21.07.2023

Complaints of Landline Telephones of BSNL Exchanges in last 3 years.

S.No	Circle	2020-21			2021-22			2022-23		
		Booked	Resolved	MTTR* (In Hrs)	Booked	Resolved	MTTR* (In Hrs)	Booked	Resolved	MTTR* (In Hrs)
1	A & N	7811	7811	7.00	6941	6941	7.00	5821	5821	7.00
2	Andhra Pradesh	218656	218656	5.41	145598	145598	5.80	113424	113424	5.85
3	Assam	27689	27689	4.20	21416	21416	3.97	17103	17103	3.41
4	Bihar	41262	41262	4.34	26696	26696	3.45	25356	25356	3.16
5	Chhattisgarh	32352	32352	6.91	26322	26322	7.13	19588	19588	6.77
6	Gujarat	283412	283412	4.46	194773	194773	4.29	142388	142388	4.47
7	Haryana	104967	104967	5.50	63021	63021	5.54	50124	50124	5.40
8	H.P.	55421	55421	7.51	48650	48650	6.83	30993	30993	6.61
9	J&K	54518	54518	6.70	38594	38594	6.67	30210	30210	6.67
10	Jharkhand	24867	24867	5.21	23067	23067	5.53	19985	19985	5.81
11	Karnataka	409071	409071	6.76	405109	405109	7.04	426144	422999	7.18
12	Kerala	621652	621652	7.08	399084	399084	6.86	297828	297828	7.08
13	M.P.	176947	176947	5.24	131198	131198	3.72	95330	95330	4.35
14	Maharashtra	561470	561470	7.48	426294	426294	7.68	295852	295728	8.06
15	NE-I	28822	28822	6.71	22779	22779	6.89	18380	18380	8.17
16	NE-II	9487	9487	4.21	6813	6813	3.94	5206	5206	4.42
17	Odisha	95968	95968	5.64	74516	74516	7.28	52960	52960	8.00
18	Punjab	171026	171026	5.74	142739	142739	5.77	95863	95863	6.77
19	Rajasthan	192026	192026	5.78	134297	134297	5.77	98717	98717	5.77
20	Tamil Nadu	397026	397026	7.10	249342	249342	7.09	178013	178013	6.82
21	Telangana	140064	140064	6.37	122384	122384	6.07	107715	107715	5.24
22	U.P (E)	94457	94457	3.92	103290	103290	9.02	67803	67799	7.50
23	U.P (W)	106595	106595	5.83	67455	67455	7.14	51361	51361	6.07
24	Uttaranchal	45489	45489	6.80	30256	30256	7.47	22220	22220	7.53
25	West Bengal	64264	64264	5.75	50404	50404	5.81	42903	42800	5.29
26	Kolkata Telephones	262501	262501	8.28	191973	191973	8.33	139164	139164	7.93
27	Chennai Telephones	213453	213453	7.45	157811	157811	6.58	126034	126034	4.91
28	Sikkim	-	-	-	-	-	-	889	889	4.19
	Total	44,41,273	44,41,273	6.05	33,10,822	33,10,822	6.24	25,77,374	25,73,998	6.08

(* MTTR- Mean time to repair)
