

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3049
TO BE ANSWERED ON 27TH MARCH, 2025**

CUSTOMER BASE OF BSNL

3049 DR. KANIMOZHI NVN SOMU:

Will the Minister of Communications be pleased to state:

- (a) the customer exodus, including the percentage of customers lost and gained by BSNL during the last five years, year-wise;
- (b) the specific measures taken by BSNL to address the challenges contributing to the customer attrition and the results or improvements that have been observed as a result, thereof;
- (c) whether BSNL has taken any specific initiatives to enhance connectivity in rural areas in Tamil Nadu, if so, the details thereof; and
- (d) the technological advancements or upgrades undertaken by BSNL to enhance its capability to provide high-speed data services, especially in comparison to competitors offering 5G services?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (d) The details of subscribers in the country for various Telecom Service Providers including BSNL as collected and published by TRAI from time to time are available on its website.

The challenges faced by BSNL include the delay in 4G rollout. In line with Atmanirbhar Bharat initiative, BSNL has placed purchase order for indigenously developed 4G sites for pan India deployment. Supply of 4G equipment has started from September 2023 and As on 08.03.2025, total of 83,993 numbers 4G sites have been installed, out of which 74,521 numbers are on air. The equipment is 5G upgradable.

BSNL is executing 4G Saturation Project to enhance its network infrastructure and service quality in rural and semi-urban areas including Tamil Nadu. In 4G Saturation Project, total 264 4G towers are planned in Tamil Nadu out of which 242 towers have been commissioned.
