

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 338  
TO BE ANSWERED ON 06<sup>TH</sup> FEBRUARY, 2025**

**POOR BSNL NETWORK**

**338 SHRI C. VE. SHANMUGAM:**

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware that due to very poor BSNL network large number of consumers are surrendering BSNL connections;
- (b) if so, the details of the number of consumers surrendered their connections during the last three years, year-wise; and
- (c) the steps taken by Government to revive BSNL and also retain consumers?

**ANSWER**

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

(a) & (b) The mobile and landline services provided by Bharat Sanchar Nigam Limited (BSNL) are meeting most of the Quality of Service (QoS) parameters as per Performance Monitoring Report (PMR) of Telecom Regulatory Authority of India (TRAI). The details of the port out/ port in customers of BSNL during last three years is as below:

Item	Financial Year		
	2021-22	2022-23	2023-24
No. of port out customers	52,30,702	63,13,953	63,40,295
No. of port in customers	28,84,902	16,32,703	10,82,219

- (c) Government has taken various steps for revival of BSNL, as mentioned below:
- In 2019, first revival package amounting to around Rs.69 Thousand Crores was given that brought down the operating costs of BSNL/MTNL.
  - In 2022, revival package amounting to around Rs.1.64 Lakh Crores was given. It focused on infusing fresh capital, restructuring debt, viability gap funding for rural telephony etc.
  - In 2023, Government approved the allotment of 4G/5G spectrum to BSNL with the total outlay of around Rs.89 Thousand Crores.

As a result of the revival measures and BSNL's strategy and services, BSNL has started earning operating profit from 2020-21.

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