

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2260
TO BE ANSWERED ON 12TH MARCH, 2026**

STRENGTHENING BSNL/MTNL MOBILE SERVICES

2260 # SHRI SHAKTISINH GOHIL:

Will the Minister of Communications be pleased to state:

- (a) the reasons for issues like weak signals, slow data, and call drops in BSNL mobile services, despite BSNL and MTNL having more resources than private operators;
- (b) whether Government is aware of the fact that these problems are being created to force customers to switch to private operators; and
- (c) the steps being taken by Government to strengthen BSNL/MTNL?

ANSWER

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

- (a) & (b) Telecom Regulatory Authority of India (TRAI) regularly monitors the performance of Telecom service providers against the benchmark for various Quality-of-Service (QoS) parameters. As per performance monitoring report (PMR) for the month of January, 2026, BSNL and MTNL are meeting the benchmark of all networks related QoS parameters of Cellular services. The PMR reports are published on TRAI website (<https://traigov.in/release-publication/qos-reports/pmr-reports>).
- (c) With a view to strengthen BSNL/MTNL and to make them robust, competitive and viable, Government has approved three revival packages to BSNL/MTNL amounting to approx. Rs. 3.22 Lakh crores. These packages cover capital infusion, debt restructuring, viability gap funding for rural telephony, and the provision of 4G/5G spectrum, among other measures.
