

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

**LOK SABHA
UNSTARRED QUESTION NO.3604
TO BE ANSWERED ON 2ND JANUARY, 2019**

BSNL AND MTNL SUBSCRIBERS

†3604. SHRI LAXMI NARAYAN YADAV:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the landline subscribers of BSNL/MTNL are getting unsatisfactory services and are extremely dissatisfied due to the negligent attitude and delaying factors adopted by the officials of the said organisations;
- (b) the reaction of the Government in this regard;
- (c) whether the Government has identified such negligent and reluctant officers/workers in States served by BSNL and in Delhi and Mumbai in case of MTNL; and
- (d) if so, the details thereof and if not, the reasons therefor ?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) to (d) No case of unsatisfactory services due to the negligent attitude and delaying factors adopted by their officials has been reported by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL).

Telecom Regulatory Authority of India (TRAI) regularly monitors the performance of telecom service providers including BSNL and MTNL, against the benchmark for various Quality of Service (QoS) parameters through Performance Monitoring Reports (PMRs) submitted by service providers. As per PMR for the quarter ending September 2018, for basic wireline services, BSNL is meeting the benchmarks for all the parameters in its service areas. During the same period, MTNL is meeting the benchmarks for all the parameters except "Fault repaired within 5 days (for urban areas)" (benchmark 100% within 5 days) in Delhi and Mumbai Service areas.
