

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

**LOK SABHA
UNSTARRED QUESTION NO. 968
TO BE ANSWERED ON 8TH FEBRUARY, 2023
PACKAGE TO REVIVE BSNL AND MTNL**

**968. SHRI VIJAYAKUMAR ALIAS VIJAY VASANTH:
SHRI VIJAY KUMAR HANSDAK:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is providing relief package to revive BSNL and MTNL fortunes, if so, the details thereof;
- (b) the steps taken by the Government in this regard;
- (c) whether the Government received many customer complaints for non working of land lines and other services of BSNL and MTNL; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) and (b) The Government on 23.10.2019 approved the revival of BSNL and MTNL. As a result of this, BSNL and MTNL have become EBITDA (Earnings Before Interest, Taxes, Depreciation and Amortization) positive since the financial year 2020-21. Further on 27.07.2022, the Government approved revival package for BSNL amounting to Rs. 1.64 lakhs crores. The revival measures focus on infusing fresh capital for upgrading BSNL services, allocating spectrum, de-stressing its balance sheet, augmenting its fibre network by merging Bharat Broadband Nigam Limited (BBNL) with BSNL and sovereign guarantees to BSNL/MTNL.

(c) and (d) The details of grievances received through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) related to landline services against BSNL / MTNL in last three years are as follows:

| Year | Number of grievances | |
|------|----------------------|------|
| | BSNL | MTNL |
| 2020 | 2341 | 2025 |
| 2021 | 1175 | 1219 |
| 2022 | 524 | 1983 |

BSNL / MTNL take expeditious actions to resolve these complaints.
