

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

**LOK SABHA  
STARRED QUESTION NO. 77  
TO BE ANSWERED ON 7<sup>TH</sup> FEBRUARY, 2024**

**CUSTOMER ATTRITION IN BSNL**

**\*77. SHRIMATI SAJDA AHMED:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the customer exodus, including the percentage of customers lost and gained by BSNL during the last three years, year-wise;
- (b) the details of 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 including Howrah Rural area in West Bengal, if so, the details thereof; and
- (d) the details of 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 RAILWAYS, COMMUNICATIONS AND ELECTRONICS AND  
INFORMATION TECHNOLOGY  
(SHRI ASHWINI VAISHNAW)**

- (a) to (d) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 77 FOR 7<sup>TH</sup> FEBRUARY, 2024 REGARDING “CUSTOMER ATTRITION IN BSNL.”**

(a) to (d) Government has taken various steps for revival of BSNL and MTNL.

- In 2019, first revival package amounting to around Rs. 69 thousand Crore that brought down the operating costs of BSNL/MTNL.
- In 2022, revival package amounting to around Rs. 1.64 Lakh Crore 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 Cr.

As a result of these packages, BSNL/MTNL have started earning operating profits from FY 2020-21.

BSNL/MTNL is rolling out indigenously developed 4G telecom stack. The equipment is upgradable to 5G.

As part of the revival strategy, BSNL/MTNL is focusing on home fiber connections. More than 34 Lakh home fiber connections have been provided as on date.

Subscriber details of various Telecom Service Providers including BSNL are published by Telecom Regulatory Authority of India from time to time.

Telecom connectivity in India has improved significantly in last 10 years, outlined as follows:

- The total number of Base Trans-receivers Stations (BTSs) increased from 6.49 lakh in March 2014 to 28.78 lakh in December 2023.
- Total optical fibre laid has increased from 10.62 lakh km in May 2014 to 38.87 Lakh km in September 2023.
- Internet subscribers have increased from 25.15 crores in March 2014 to 89.58 crores in June 2023.
- The cost of data has reduced drastically from Rs. 269 per GB in March 2014 to Rs. 9.44 per GB in June 2023.
- Median speed for mobile broadband has also improved from 1.30 Mbps in 2014 to 91.81 Mbps in December 2023.
- Under BharatNet project, more than 2.1 lakh villages have been made service ready.

To further improve telecom connectivity in the country, Government is implementing various schemes.

- A total of 41,160 mobile towers have been sanctioned with an outlay of Rs. 41,331 Cr to provide 4G connectivity to about 55 thousand villages.
- Scope of BharatNet program has been expanded to connect all inhabited villages with an outlay of Rs. 1.88 Lakh Cr.

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