

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

**LOK SABHA
STARRED QUESTION NO. 222
TO BE ANSWERED ON 4TH DECEMBER, 2019**

SERVICES PROVIDED BY BSNL AND MTNL

†*222. SHRI RAKESH SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the proposed merger of BSNL and MTNL is likely to help in improving the quality of services being provided by the said companies;
- (b) if so, the details thereof;
- (c) whether the said companies would be able to provide 4G and 5G services; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

- (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 LOK SABHA STARRED QUESTION NO. *222 FOR 4TH DECEMBER, 2019 ON “SERVICES PROVIDED BY BSNL AND MTNL”.

(a) to (d) Mahanagar Telephone Nigam Limited (MTNL) is operating in metros of Delhi and Mumbai and Bharat Sanchar Nigam Limited (BSNL) is operating in rest of India. The Cabinet in its meeting held on 23.10.2019 approved the revival plan for BSNL and MTNL which inter-alia, includes in-principle approval for merger of BSNL and MTNL.

The merger will benefit BSNL/MTNL through pan-India footprint, synergy in operations, reduction of fixed costs and overheads, sharing of technical infrastructure and enhanced Enterprise Business etc. This will resultantly help BSNL/MTNL to provide better quality services to their customers on a pan-India basis.

Further, the Cabinet approval also includes administrative allotment of spectrum to BSNL and MTNL for providing 4G services. BSNL is currently providing 4G services on a limited basis in certain areas using its existing spectrum. With roll out of 4G services on a pan-India basis, BSNL/MTNL will be able to provide high speed mobile internet services in a data-centric market which will further improve the customer experience.

Additionally, Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including BSNL and MTNL against the benchmark for various Quality of Service (QoS) parameters through quarterly Performance Monitoring Reports (PMRs). For the services currently provided by BSNL/MTNL, both are meeting all the benchmarks for all the parameters in their Licensed Service Areas (LSAs) except for the parameter for call drops in West Bengal service area by BSNL.

As regards 5G services by BSNL/MTNL, the standards for IMT 2020 (International Mobile Telecommunications 2020), also known as 5G technologies in industry, are being finalised. The cabinet has also approved that allotment of spectrum for 5G services will also be made to BSNL and MTNL on the same principle followed for allotment of spectrum for 4G services.
