

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2618  
TO BE ANSWERED ON 4<sup>TH</sup> DECEMBER, 2019**

**SERVICES AND EFFICIENCY OF BSNL AND MTNL**

**2618. SHRI KOTHA PRABHAKAR REDDY:  
SHRI PASUNOORI DAYAKAR:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is satisfied with the telecom services being provided by BSNL and MTNL;
- (b) if so, the details thereof and if not, the steps taken/being taken by the Government to improve the service and efficiency of BSNL/MTNL in each State in future;
- (c) whether the Government is satisfied with the services being provided by BSNL/MTNL through 4G and 5G network; and
- (d) if so, the details thereof and if not, the steps taken/being taken by the Government in this regard?

ANSWER

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

(a) & (b) Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs) and the performance is assessed for the service area as a whole.

As per PMR issued by TRAI for the quarter ending September 2019, MTNL is meeting all the benchmarks for all the parameter in its Licensed Service Areas (LSAs).

As per PMR issued by TRAI for the quarter ending September 2019, BSNL is meeting all the benchmarks for basic (wireline) and broadband services. For Cellular Mobile Telephone Service, BSNL is meeting the benchmark for all the parameters in all of its Licensed Service Areas (LSAs) except for the parameter for call drops in West Bengal service area only.

(c) & (d) At present, except at few places where BSNL is providing 4G services on limited scale, BSNL and MTNL are not providing services through 4G and 5G network. The Cabinet in its meeting held on 23.10.2019 approved the revival plan for BSNL and MTNL which inter-alia, includes administrative allotment of spectrum to BSNL and MTNL for providing 4G services.

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