

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2638  
TO BE ANSWERED ON 4<sup>TH</sup> DECEMBER, 2019**

**PROBLEM OF INFRASTRUCTURE IN BSNL**

**†2638. SHRI MAHABALI SINGH:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Bharat Sanchar Nigam Limited (BSNL) is reportedly facing the problem with regard to non-availability of state-of-the-art infrastructure and if so, the details thereof and the reasons therefor; and
- (b) whether the non-availability of these infrastructure is affecting the performance of BSNL and if so, the details thereof and the steps taken by the Government in this regard?

ANSWER

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

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) is meeting all the Quality of Service (QoS) benchmarks as prescribed by Telecom Regulatory Authority of India (TRAI) for basic (landline), mobile (wireless) and broadband services in all of its Licensed Service Areas (LSAs) except for the parameter for call drops in West Bengal circle. To further improve the mobile coverage, BSNL is continuously adding new equipment and upgrading existing equipment in both rural and urban areas in its LSAs with state of art technology equipment under various network expansion phases.

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