

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

**LOK SABHA
STARRED QUESTION NO. 188
TO BE ANSWERED ON 4TH MARCH, 2020**

SERVICES OF BSNL

**†*188. SHRI JUGAL KISHORE SHARMA:
SHRIMATI RITI PATHAK:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the services of Bharat Sanchar Nigam Limited (BSNL) mostly remain disturbed in Jammu & Kashmir, Ladakh and Madhya Pradesh and if so, the details thereof;
- (b) whether the Union Government has received any complaints in this regard from the concerned State Government/Union Territory Administrations during the last three years and the current year so far and if so, the details thereof; and
- (c) whether the Union Government has fixed any accountability/responsibility in this regard and if so, the details thereof?

ANSWER

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

- (a) to (c) 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 (c) OF LOK SABHA STARRED QUESTION NO. *188 FOR 4TH MARCH, 2020 REGARDING “SERVICES OF BSNL”.

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers including Bharat Sanchar Nigam Limited (BSNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI through QoS regulations issued from time to time. This monitoring of performance on QoS parameters is done by way of reporting of performance to TRAI by service providers 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, BSNL is meeting all the benchmarks for basic (wireline), Cellular Mobile and broadband services in Jammu & Kashmir, Ladakh and Madhya Pradesh.

(b) & (c) Based on available data, the references received from the concerned State Government/Union Territory Administration during the last three years are provided at **Annexure** which pertain to mostly service disruption, request for provision of some services viz. installation of Base Transceiver Stations (BTSs) etc. Timely corrective action is taken by BSNL in such cases.

The performance of BSNL including for quality of service parameters is also reviewed by Department of Telecommunications.

Annexure

Annexure referred to in Part-(b) of the Lok Sabha Starred Question No.188 for Answer on 04.03.2020.

List of complaints received from State Government /Union Territory administration during last three years

Sr No	Category	SSA	Dated	Brief	Status
1	Sh Sunil Kumar Sharma, State Minister	Udhampur (J&K)	2/4/2017	Request for installation of Mobile Tower at Machail, Dist Kishtwar (J&K)	The site is Techno-commercially non-feasible. Hon'ble Minister J&K intimated accordingly.
2	Collector Singroli	Singroli (MP)	16/9/2019	Request to shift Mobile tower installed at SWAN PoP room, Mada to another location	Collector has been requested to allot a Room at new location to install the telecom equipment.
3	Manager E-Governance	Singroli (MP)	26/7/2019		
4	District Judge Singroli	Singroli (MP)	1/11/2019	Regarding attending fault in telephone connections	Corrective action has been taken.
