

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

**LOK SABHA
UNSTARRED QUESTION NO. 2199
TO BE ANSWERED ON 4TH MARCH, 2020**

POOR SERVICES OF BSNL

2199. SHRI C.N. ANNADURAI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether there is disillusionment amongst the consumers of Bharat Sanchar Nigam Limited (BSNL) due to its poor services thereby forcing them to opt for the services of private companies;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the steps taken by the Government in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS,
HUMAN RESOURCE DEVELOPMENT AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) to (c) Bharat Sanchar Nigam Limited (BSNL) has reported that its services are working satisfactorily and in general, meeting the Quality of Service (QoS) parameters prescribed by the Telecom Regulatory Authority of India (TRAI) in its Licensed Service Areas (LSAs). It is also stated by BSNL that its MNP (mobile number portability) during 2019-20 (till January) is positive and Port-out to Port-in rate is 0.80.

Further, the Government has approved the revival plan for BSNL on 23.10.2019. The revival plan inter-alia, includes administrative allotment of spectrum to BSNL for 4G services which brings improved and high speed services to its customers.
