

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2779  
TO BE ANSWERED ON 11<sup>TH</sup> MARCH, 2020**

**POOR BSNL SERVICES**

**†2779. SHRI JUGAL KISHORE SHARMA:  
SHRIMATI RITI PATHAK:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the services quality of Bharat Sanchar Nigam Limited (BSNL) is reportedly poor in Madhya Pradesh and Jammu and Kashmir;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) whether the network signal of BSNL is not available in remote villages;
- (d) if so, the details thereof and the reasons therefor along with the steps taken by the Government in this regard;
- (e) the details of all the mobile towers of BSNL in Madhya Pradesh and Jammu and Kashmir; and
- (f) the details of locations in the said States/UTs where the Government has proposed to set up mobile towers, especially in Jammu, Poonch, Rajouri and Sambha region?

ANSWER

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

- (a) to (d) Bharat Sanchar Nigam Limited (BSNL) has reported that network quality of its Mobile Service is working satisfactory in Madhya Pradesh and Jammu & Kashmir and in general meeting the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI). The network signal of BSNL is available in most of the villages of Madhya Pradesh and Jammu & Kashmir. BSNL is continuously in the process to improve their services on PAN India basis and augmenting its GSM Cellular Mobile Network progressively, by carrying out the expansion of mobile network in different phase so as to enhance coverage/capacity and to further improve Quality of Service (QoS).
- (e) BSNL has 8142 mobile towers/Base Transceiver Stations (BTSs) in Madhya Pradesh and 1264 in Jammu & Kashmir. In its Phase VIII.4 expansion plan, BSNL has installed 972 BTSs in Jammu & Kashmir and 4505 BTSs in Madhya Pradesh.
- (f) BSNL has installed 240, 24, 53 and 73 BTSs in Jammu, Poonch, Rajouri and Sambha region respectively.

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