

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

**LOK SABHA
UNSTARRED QUESTION NO. 2918
TO BE ANSWERED ON 11TH MARCH, 2020**

SERVICES OF BSNL AND MTNL

**2918. SHRI KAUSHAL KISHORE:
SHRI UPENDRA SINGH RAWAT:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the services of Bharat Sanchar Nigam Limited (BSNL), Mahanagar Telephone Nigam Limited (MTNL) and their wi-fi/booster wi-fi have deteriorated badly in the last few years as a result of which the quality of their services, voice calls, internet connection performance, process of disconnection and connection of telephones, both mobile and landline are at all-time low as compared to their private sector counterparts particularly in New Delhi Municipal Corporation (NDMC) VIP areas;
- (b) if so, the details thereof; and
- (c) the details of the steps taken by the Government to improve the performance of BSNL/MTNL and their wi-fi and booster wi-fi connection in the VIP areas?

ANSWER

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

(a) to (c) Mahanagar Telephone Nigam Limited (MTNL) operates in metros of Delhi and Mumbai and Bharat Sanchar Nigam Limited (BSNL) operates in rest of India. BSNL and MTNL have informed that their services are working satisfactorily and in general, meeting the Quality of Service (QoS) parameters prescribed by the Telecom Regulatory Authority of India (TRAI) in their respective Licensed Service Areas (LSA). MTNL has further informed that its public Wi-Fi services in the areas of New Delhi Municipal Corporation (NDMC) including VIP areas, have improved in past few years. MTNL has signed an MoU with New Delhi Municipal Council Smart City Limited (NDMCSCCL) with the objective to provide various services like Fibre to the Home (FTTH), Public Wi-Fi for making NDMC area as a SMART City. The project involves around 2000 FTTH connections and approx. 150 access points for making Connaught Place area Wi-Fi enabled.

The Government has approved the revival plan for BSNL and MTNL on 23.10.2019. The revival plan inter-alia, includes the measures to reduce the Staff cost through a Voluntary Retirement Scheme (VRS) for the employees of age 50 years and above, administrative allotment of spectrum to BSNL/MTNL for providing 4G services, monetisation of assets of BSNL/MTNL for repayment of debt and generating resources for CAPEX/OPEX, debt restructuring by raising of sovereign guarantee bonds and in-principle approval for merger of BSNL and MTNL. With the implementation of the revival plan, BSNL/MTNL will offer improved and competitive services to their subscribers.
