

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

**LOK SABHA
UNSTARRED QUESTION NO. 102
TO BE ANSWERED ON 2ND FEBRUARY, 2022**

BSNL SERVICES

†102. SHRI CHUNNI LAL SAHU:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that services of Bharat Sanchar Nigam Limited (BSNL) are mostly interrupted in different parts of the country including Chattisgarh;
- (b) if so, whether the complaints from the State Governments have been received by the Union Government;
- (c) if so, the details thereof;
- (d) whether the Union Government has taken any remedial steps in this regard; and
- (e) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (e) Telecom Regulatory Authority of India (TRAI) monitors the performance of the Telecom Service Providers (TSPs) including Bharat Sanchar Nigam Limited (BSNL) against the benchmarks for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs). As per PMR for quarter ending Sep 2021, BSNL is meeting, in general, most of the QoS parameters for its cellular and basic services in its areas of operation including Chattisgarh.
