

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

**LOKSABHA  
UNSTARRED QUESTION NO.1209  
TO BE ANSWERED ON 9<sup>TH</sup> FEBRUARY, 2022**

**HARDSHIPS FACED BY BSNL**

†1209. SHRI VIVEK NARAYAN SHEJWALKAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has received any complaint in respect of hardships being faced by the BSNL for running its network smoothly;
- (b) if so, the region-wise details thereof; and
- (c) the steps taken by the Government for redressal of these complaints?

ANSWER

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

(a) to (c) BSNL has informed that various complaints are received from its field units regarding hardships for smooth running of network like damages to its Optical Fibre Cable Network during construction work by various agencies like PWD, NHAI, Municipal Bodies, Water Works Department, Electricity Boards etc. in the country. BSNL takes various measures for redressal of these complaints. Some of them are as follows:

- To prevent damages of OFC network, frequent co-ordination meetings are conducted by BSNL field units with various agencies.
- Liaison with concerned agencies to know their scheduled activities in advance to arrange route patrolling to protect the OFC network.
- Cable joint indicators and route indicators are placed at regular interval along all OFC routes.

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