

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

**LOKSABHA
UNSTARRED QUESTION NO.1221
TO BE ANSWERED ON 9TH FEBRUARY, 2022**

DISRUPTED SERVICES OF BSNL

†1221. SHRIMATI GEETA KORA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Bharat Sanchar Nigam Limited (BSNL) services remain disrupted in Jharkhand;
- (b) whether the Union Government has received complaints from the State Government in this regard;
- (c) if so, the details thereof;
- (d) whether the Union Government has fixed any accountability in this regard; and
- (e) if so, the details thereof?

ANSWER

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

(a) to (c) 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. BSNL is meeting, in general, most of the QoS parameters for its cellular and basic services in its areas of operation including Jharkhand. No complaints have been received from the Jharkhand Government in this regard.

(d) & (e) Question does not arise.
