

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

**LOK SABHA  
UNSTARRED QUESTION NO. 668  
ANSWERED ON 23<sup>RD</sup> JULY, 2025**

**CUSTOMERS ATTRITION FROM BSNL**

**†668. SHRI GYANESHWAR PATIL:  
SHRI BHUMARE SANDIPANRAO ASARAM:  
SMT. DELKAR KALABEN MOHANBHAI:  
DR. SHIVAJI BANDAPPA KALGE:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) the details of customer attrition including percentage of customers leaving and availing BSNL services across the country, State/UT-wise particularly in Madhya Pradesh, Maharashtra and Dadra & Nagar Haveli during the last five years, year-wise
- (b) the specific steps taken/being taken by the BSNL to overcome the challenges responsible for customer attrition across the country including the above States and UT along with the outcome or improvements noticed through the said steps;
- (c) whether BSNL has taken any special initiatives to enhance connectivity in the rural areas of the above said States and UT, if so, the details thereof;
- (d) the details of the technological advancements being made by BSNL to enhance its ability to provide high-speed data services especially as compared to its competitors providing 5G services; and
- (e) the details of the same with regard to the said States and UT thereof?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (e) The details of subscribers in the country for various Telecom Service Providers including BSNL as collected and published by TRAI from time to time are available on its website.

In line with Atmanirbhar Bharat initiative, BSNL has placed purchase order for indigenously developed 4G sites for pan India deployment. Supply of 4G equipment has started from September 2023 and as on 30.06.2025, total 95,537 numbers 4G sites have been installed, out of which 90,035 numbers are ON-Air. The equipment is 5G upgradable.

BSNL is executing 4G Saturation Project to enhance its network infrastructure and service quality in rural areas including in the States of Madhya Pradesh, Maharashtra and Union Territory Dadra & Nagar Haveli. In 4G Saturation Project, total 1,490 4G sites are planned in Madhya Pradesh out of which 1,134 sites have been installed, total 2,572 4G sites are planned in Maharashtra out of

which 1,994 sites have been installed and total 17 4G sites are planned in Dadar & Nagar Haveli out of which 16 sites have been installed, as on 30.06.2025.

Further, under Phase IX.2 project, total 4,809 4G sites are planned to be upgraded in Madhya Pradesh out of which 3,407 sites have been installed, total 11,161 4G sites are planned to be upgraded in Maharashtra circle out of which 6,714 sites have been installed and total 72 4G sites are planned to be upgraded in Dadra & Nagar Haveli out of which 57 sites have been installed, as on 30.06.2025.

Furthermore, 17,850 Gram Panchayats (GPs) of Madhya Pradesh, 24,575 GPs of Maharashtra and 20 GPs of Dadra & Nagar Haveli have been connected with Optical Fiber Connectivity (OFC) under Bharat Net Project as on 07.07.2025.

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