

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2967  
ANSWERED ON 17<sup>TH</sup> DECEMBER, 2025**

**BSNL NETWORK TOWERS IN BHIWANDI**

**†2967. SHRI BALYA MAMA SURESH GOPINATH MHATRE:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is aware that the mobile and broadband services of BSNL in the Bhiwandi area are extremely slow and unstable;
- (b) if so, the steps taken/being taken to improve the same;
- (c) whether the Government proposes to increase the number of BSNL network towers in Bhiwandi and if so, the details thereof;
- (d) the extent to which BSNL's customer service and grievance-redressal mechanism is effective in Bhiwandi; and
- (e) the details of the number of consumer complaints registered against BSNL from Bhiwandi during the last three years and the time taken for their resolution?

**ANSWER**

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

- (a) & (b) Due to several infrastructure related development activities, Optical Fiber Cables (OFC) are occasionally damaged which affects BSNL services. To ensure availability of services, BSNL is undertaking several measures, including creation of OFC cable ring topology for network redundancy, installation of MPLS-IP based Access and Aggregation Network (MAAN) systems to enhance data throughput, provisioning of additional battery banks and power plants to address power outages, and upgradation of 2G/3G BTSs to improve data speed and voice quality.
- (c) Under 4G Saturation Project, BSNL has commissioned 50 sites in Bhiwandi and under Phase IX.2 Project, BSNL has upgraded 65 sites to 4G sites.
- (d) & (e) BSNL's complaint and grievance redressal system is operational through PGRMS(Public Grievance Redressal Management System), CPGRAMS(Centralized Public Grievance Redress and Monitoring System), Call Centres and Customer Service Centres (CSCs), ensuring quick and satisfactory resolution. During the last three years, BSNL received a total of 59 complaints in Bhiwandi, all of which were attended in a timely manner.

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