

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

**LOK SABHA  
UNSTARRED QUESTION NO. 6010  
TO BE ANSWERED ON 01<sup>ST</sup> APRIL, 2026**

**TELECOMMUNICATIONS SECTOR**

†6010. SHRI DARSHAN SINGH CHOUDHARY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that due to limited competition in the telecommunications sector in the country's consumers often do not receive services as expected on time and in particular, sometimes do not receive the promised services as their recharge near expiry leading to dissatisfaction to the customers;
- (b) whether the strong presence of the BSNL network can provide an affordable and reliable alternative in the telecommunications sector and if so, the details thereof; and
- (c) whether the Government proposes to launch a pilot project in Hoshangabad Lok Sabha Constituency of Madhya Pradesh to significantly expand BSNL network services with 100 per cent coverage so as to benefit BSNL and provide better and more affordable telecommunications services to consumers?

**ANSWER**

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

- (a) The Telecom Regulatory Authority of India (TRAI), under sub-clause (v) of clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997 is entrusted with the function of laying down the standards of quality of service by the service providers to protect the interest of the consumers of telecommunication services.

The following steps have been taken to monitor the quality of service of mobile services:

- I. The performance of service providers is regularly monitored by TRAI against the benchmark for various quality of service parameters laid down by TRAI, through collection of periodic performance monitoring reports from service providers.
- II. The said reports are submitted to TRAI on quarterly basis for each Licensed Service Area (LSA). However, the reports for mobile services is submitted on a monthly basis.
- III. Wherever the quality-of-service benchmarks are not met, TRAI calls for the explanation of the service provider concerned and after considering the response of the service providers, imposes financial disincentive as per the provision of regulations made by it.
- IV. TRAI also carries out an audit of the said reports through its own officers or independent agencies.

V. In addition, TRAI undertakes assessment of quality of service by conducting drive test on selected routes through its own officers or independent agencies.

VI. TRAI publishes the results of the audit and assessment of quality of service and drive tests on its website for information of stakeholders.

(b) The government has extended support to BSNL through revival packages approved in the years 2019, 2022 and 2023.

(c) There is no pilot project of BSNL for 100% coverage in Hoshangabad Lok Sabha constituency of Madhya Pradesh.

\*\*\*\*\*