

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

**LOK SABHA
UNSTARRED QUESTION NO. 1607
TO BE ANSWERED ON 31ST JULY, 2024**

UNINTERRUPTED 3G/4G/5G CONNECTIONS IN CHENNAI CONSTITUENCY

1607 DR. T SUMATHY ALIAS THAMIZHACHI THANGAPANDIAN:

Will the Minister of COMMUNICATION be pleased to state:

- (a) the effective steps taken by the Government to increase the teledensity in Chennai South Parliamentary constituency and also to provide uninterrupted 3G/4G/5G connections in the areas falling thereunder;
- (b) whether the Government is facing problem in BSNL which still owes a huge amount in the form of 'refund' to the erstwhile subscribers who have surrendered their landline and broadband connections during the last five years;
- (c) if so, the details thereof and the total number of customers who disconnected the services of BSNL in the last five years; and
- (d) the steps taken/being taken by the BSNL for mitigating the signal and network issues faced by the customers of BSNL, Tamil Nadu circle especially in Chennai South constituency?

ANSWER

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

(a) & (d) In Chennai District 26,505 Base Transceiver Stations (BTSs) are providing 2G/3G/4G/5G mobile connectivity.

Government through funding from Universal Service Obligation Fund (USOF) is implementing various schemes, including 4G Saturation Scheme, for providing mobile network coverage in all uncovered villages in the country, including Tamil Nadu. BSNL is rolling out indigenously developed 4G telecom stack to provide improved quality of mobile services.

(b) & (c) The BSNL subscribers who have surrendered landline and broadband connections are being refunded after deducting the dues. Refund does not apply in case of conversion to FTTH. The details of BSNL broadband and FTTH disconnections in last five years are as under:

Year	Broadband	FTTH
2019-20	14,01,200	1,20,603
2020-21	9,54,240	1,81,552
2021-22	33,56,639	3,94,512
2022-23	6,09,760	6,02,306
2023-24	11,23,005	7,83,781
