

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

STARRED QUESTION NO:131

ANSWERED ON:13.07.2009

TELECOM SERVICES

Laguri Shri Yashbant Narayan Singh

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether the telephone and mobile services provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are unsatisfactory as compared to those rendered by private companies;
- (b) if so, the reaction of the Government thereto;
- (c) whether the reasons for the unsatisfactory services have been identified;
- (d) if so, the details thereof; and
- (e) the corrective action taken thereon?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A RAJA)

(a) to (e) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 131 FOR 13TH JULY, 2009 REGARDING TELECOM SERVICES.

(a) to (e) No, Sir. The telephone and mobile services provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are mostly meeting with various Quality of Service (QoS) parameters stipulated by Telecom Regulatory Authority of India (TRA). The QoS provided by BSNL and MTNL is comparable to those rendered by private companies.