

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

**LOK SABHA
STARRED QUESTION NO. 250
TO BE ANSWERED ON 11TH MARCH, 2020**

SERVICES OF BSNL IN JHARKHAND

†*250. SHRIMATI GEETA KORA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the services of Bharat Sanchar Nigam Limited (BSNL) remain disrupted in the State of Jharkhand and if so, the details thereof;
- (b) whether the Union Government has received any complaints from the State Government in this regard during the last three years and the current year so far;
- (c) if so, the details thereof and the action taken by the Government thereon; and
- (d) whether the Government has fixed any accountability in this regard and if so, the details thereof?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

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

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) to (d) OF LOK SABHA STARRED QUESTION NO. *250 FOR 11TH MARCH, 2020 REGARDING “SERVICES OF BSNL IN JHARKHAND”.

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers including Bharat Sanchar Nigam Limited (BSNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI through QoS regulations issued from time to time. This monitoring of performance on QoS parameters is done by way of reporting of performances to TRAI by service providers through quarterly Performance Monitoring Reports (PMRs) and the performance is assessed for the service area as a whole.

As per PMR issued by TRAI for the quarter ending September 2019, BSNL is meeting all the benchmarks for basic (wireline), Cellular Mobile and broadband services in Jharkhand.

(b) to (d) BSNL has informed that no complaint regarding service disruption has been received from the State Government. However, five (5) complaints of individual nature were received from offices of State Government, Banks and Public Sector Undertaking (PSU) in Jharkhand during the last three years. Timely corrective action has been taken by BSNL in such cases.

The performance of BSNL including for quality of service parameters is also reviewed by Department of Telecommunications.
