

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

**LOK SABHA  
UNSTARRED QUESTION NO. 830  
TO BE ANSWERED ON 26<sup>TH</sup> JUNE, 2019**

**POOR SERVICES OF BSNL AND MTNL**

†830. SHRI PANKAJ CHAUDHARY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken cognizance of the complaints made regarding poor services of BSNL and MTNL;
- (b) if so, the details thereof and the reaction of the Government thereto; and
- (c) the action taken/proposed to be taken by the Government in this regard?

ANSWER

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

(a) Telecom subscribers can file their complaints online on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal i.e. pgportal.gov.in of the Government of India. Complaints received on the portal are forwarded to concerned Telecom Service Provider (TSP) including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for action at their end. Details of complaints received on CPGRAMS portal regarding poor services of BSNL and MTNL during the last two years are as under:

	BSNL				MTNL			
	Brought forward	Received	Resolved	Pending	Brought forward	Received	Resolved	Pending
2017-18	637	20492	20263	866	95	18157	18009	243
2018-19	866	18778	18143	1501	243	16496	16496	243

(b) & (c) BSNL and MTNL have informed that they are providing their services satisfactorily and meeting all Quality of Service (QoS) parameters as laid down by Telecom Regulatory Authority of India (TRAI).

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