

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 335
TO BE ANSWERED ON 4TH FEBRUARY, 2021**

CONSUMERS OF BSNL

335 # CH. SUKHRAM SINGH YADAV:

Shri Vishambhar Prasad Nishad:

Smt. Chhaya Verma:

Shri Chh. Udayanraje Bhonsle:

Will the Minister of Communications be pleased to state:

- (a) the details of Bharat Sanchar Nigam Limited (BSNL) consumers during the last five years, year-wise;
- (b) whether it is a fact that the consumers of BSNL are continuously decreasing;
- (c) the reasons for continuous decrease in the number of BSNL consumers; and
- (d) whether BSNL is not able to provide quality services to the consumers because of which the number of consumers is not increasing as expected?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

- (a) Details of subscribers of Bharat Sanchar Nigam Limited (BSNL) during the last five years are as under:

Period (as on)	Number of Subscribers
31.03.2016	10,11,08,079
31.03.2017	12,16,04,295
31.03.2018	12,39,46,874
31.03.2019	12,69,10,244
31.03.2020	12,85,99,226

- (b) No Sir. The consumers of BSNL have increased during the last five years.
- (c) Does not arise.
- (d) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI.

BSNL has informed that it is meeting majority of the QoS parameters fixed by TRAI for both landline and mobile services.
