



Union Minister Shri Jyotiraditya M. Scindia Reviews BSNL's Q3 Performance

Stresses on Quality of Service, Growth in Mobile Customer Base and Average Revenue Per User (ARPU) as well as Achievement of Revenue Targets

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Union Minister of Communications and Development of North Eastern Region, Shri Jyotiraditya M. Scindia, chaired the Quarter 3 (2025–26) Strategic Review and Planning Meet of Bharat Sanchar Nigam Limited (BSNL) in New Delhi, today. Minister of State for Rural Development and Communications, Dr. Chandra Sekhar Pemmasani, Secretary (Telecommunications) Shri Amit Agarwal, Additional Secretary, Shri Gulzar Natarajan, senior officials of the Department of Telecommunications (DoT), and CMD BSNL Shri A. Robert J. Ravi, the Board of Directors and Chief General Managers (CGMs) from across the country, were present at the occasion.

The meeting was held at Vigyan Bhawan, New Delhi, with a comprehensive review of BSNL's Quarter-3 performance and key QoS parameters. Union Minister Shri Jyotiraditya M. Scindia emphasized the need to increase BSNL's mobile customer base and ARPU, focus on improvement of QoS parameters and achievement of revenue targets.

During the meeting a detailed, circle-wise review was undertaken of the achievement of revenue targets across all service verticals. The performance of individual circles was assessed, with a focus on identifying best practices and addressing gaps to ensure sustained revenue growth.

Special emphasis was laid on growth of mobile customer base and initiatives to strengthen BSNL's presence in the mobile segment. Highlighting operational progress, the Union Minister said that while some circles had shown appreciable growth in mobile customer base, other circles needed to improve.

The Union Minister noted that there was Q-o-Q Mobile Average Revenue Per User (ARPU) improvement. Circles where ARPUs were flat were urged to raise their ARPU levels. Measures to increase mobile Average Revenue Per User (ARPU) through improved service offerings, customer retention strategies, and value-added services were also deliberated.

The Union Minister reviewed key Quality of Service (QoS) parameters, including mobile network availability and Mean Time to Repair (MTTR). Circles like Kerala, Tamil Nadu, UP East, Karnataka, Punjab, Gujarat, Andhra Pradesh, Kolkata, Himachal Pradesh and Uttarakhand were identified as leaders in Mobile BTS MTTR with significant Q-o-Q improvement.

Directions were issued to all circles to continuously improve network reliability, reduce downtime, and ensure timely fault resolution to enhance customer experience.

In the Enterprise Business segment, the Union Minister congratulated five Star-performing Circles—Karnataka, Odisha, Gujarat, Haryana, and UP (West)—for their commendable performance in acquisition and growth of Enterprise Business.

Circle-wise plans and strategies to achieve revenue targets for the fourth quarter of the current financial year were presented and discussed. The Union Minister instructed all CGMs to focus on achieving revenue targets through sustained customer acquisition and continuing emphasis on QoS.

The Union Minister concluded by emphasizing the need for focused execution, accountability, and close monitoring of performance at the circle level in the last quarter of this fiscal with the explicit objective of meeting and exceeding the revenue targets set for circles.

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