

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

**LOK SABHA
UNSTARRED QUESTION NO. 1799
ANSWERED ON 29TH JULY, 2026**

CALL DROPS OF BSNL IN NELLORE CITY

1799. SHRI PRABHAKAR REDDY VEMIREDDY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it has come to the notice of the Government about huge call drops of BSNL in urban areas of Nellore city, Kavali, Gudur, Atmakur, Udayagiri, etc., of Nellore district of Andhra Pradesh and if so, the details thereof;
- (b) whether this is due to the more number of connections or due to technical issues and if so, the details thereof and if not, the reasons therefor; and
- (c) the steps taken by the Government to address this issue and resolve the problem?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (c) Telecom Regulatory Authority of India (TRAI) regularly monitors the performance of Telecom service providers against the benchmark for various Quality-of-Service (QoS) parameters. As per performance monitoring report (PMR), BSNL is meeting the benchmark of call drop related Quality-of-Service parameters in Andhra Pradesh License Service Areas, which includes Nellore district of Andhra Pradesh, in the month of May, 2026. BSNL is regularly performing standard operation and maintenance practices to maintain the services of its customers.
