

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

**LOK SABHA
UNSTARRED QUESTION NO. 3924
ANSWERED ON 12TH AUGUST, 2026**

SERVICE-RELATED COMPLAINTS OF MTNL SUBSCRIBERS

†3924. SHRI SANJAY UTTAMRAO DESHMUKH:

WILL the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has taken cognizance of the issue of call drops being experienced by telecom consumers and if so, the reasons therefor;
- (b) the steps taken by the Government to ensure better quality of service for consumer;
- (c) the details of the number of mobile, landline and broadband subscribers of Mahanagar Telephone Nigam Limited (MTNL) during the last three years, year-wise;
- (d) the details and number of service-related complaints received during the said period and the number of such complaints that were resolved within the prescribed time; and
- (e) the steps taken to improve the quality of services and the targets fixed in this regard, if so, the details thereof?

ANSWER

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

- (a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark of various Quality of Service (QoS) parameters, as prescribed in QoS Regulation. As per Performance Monitoring Report published by TRAI for the month of June-26, all Telecom Service Providers (TSPs) are meeting all QoS benchmarks for network related parameters in the country.
- (b) & (e) Steps taken by the Government to ensure better quality of service for consumer:
 - i. Uncovered villages are being provided mobile connectivity under various Digital Bharat Nidhi schemes.
 - ii. To ensure better quality of service by TSPs, TRAI has prescribed more stringent benchmarks for QoS parameters under the revised QoS Regulations namely “The Standards of Quality of Service of Access (Wirelines and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024)” on 02.08.2024, which includes monthly monitoring of mobile services instead of quarterly monitoring, monitoring at the cell level instead of the earlier BTS level and separate benchmarks for call drops for 2G/3G services and for 4G/5G services
- (c): Details of the number of mobile, landline and broadband subscribers of Mahanagar Telephone Nigam Limited (MTNL) during the last three years, year-wise are as below:

Year	Mobile Subscribers	Wireline Subscribers	Broadband Subscribers
As on Mar-24	1925825	2177547	392793
As on Mar-25	998229	2009581	375516
As on Mar-26	214967	1310682	195965

(d): State-wise and TSP-wise details of the complaints received is attached as **Annexure-I**. All these grievances have been disposed of by the respective TSPs/DoT units on the portal.

Annexure-I

State-wise TSP-wise details of complaints received in CPGRAMS Portal															
Name of State/UT	FY 2023-24					FY 2024-25					FY 2025-26				
	BSNL	MTNL	AIRTEL	RJIL	VIL	BSNL	MTNL	AIRTEL	RJIL	VIL	BSNL	MTNL	AIRTEL	RJIL	VIL
Andaman And Nicobar Islands	8	0	2	0	0	12	0	1	6	1	18	0	6	5	4
Andhra Pradesh	73	0	42	83	9	150	0	152	163	7	208	0	201	184	48
Arunachal Pradesh	2	0	2	2	0	3	0	6	10	0	16	1	16	20	0
Assam	64	0	61	96	23	173	0	115	142	23	236	0	219	256	39
Bihar	245	0	327	357	36	502	3	324	538	57	571	2	738	1126	115
Chandigarh	5	1	28	32	25	19	0	77	290	11	17	0	25	201	5
Chhattisgarh	67	0	124	280	18	176	0	66	188	7	154	1	119	347	24
Dadra and Nagar Haveli and Daman and Diu	0	0	0	0	0	3	0	4	7	0	1	0	1	3	0
Delhi	33	173	209	163	36	47	150	370	199	46	134	237	390	392	116
Goa	21	0	0	3	0	25	0	1	12	1	40	0	12	15	4
Gujarat	153	0	136	264	109	443	0	172	443	76	511	0	526	911	233
Haryana	138	9	102	162	22	356	13	141	175	22	309	19	418	321	62
Himachal Pradesh	95	0	41	74	3	75	0	32	61	5	101	0	68	103	13
Jammu And Kashmir	40	0	72	64	1	89	0	62	57	4	138	0	146	189	6
Jharkhand	55	0	131	197	3	104	0	45	98	2	201	0	143	378	23
Karnataka	216	1	129	151	25	425	0	157	209	26	1315	30	5373	4685	666
Kerala	78	0	47	84	16	311	0	100	112	20	326	0	130	179	57
Ladakh	4	0	2	0	0	6	0	0	0	0	2	0	1	0	0
Lakshadweep	0	0	0	0	0	1	0	0	0	0	3	0	0	2	0
Madhya Pradesh	218	0	147	215	39	424	0	142	280	40	531	1	323	666	105
Maharashtra	301	169	215	317	76	543	110	323	390	93	903	103	779	838	187
Manipur	10	0	1	3	0	1	0	22	4	0	1	0	8	4	0
Meghalaya	2	0	6	2	0	9	0	2	3	0	11	0	18	26	2
Mizoram	3	0	0	1	3	0	0	2	0	1	0	0	4	3	0
Nagaland	2	0	0	8	0	0	0	0	7	0	1	0	1	6	1
Odisha	116	0	104	161	3	342	1	241	270	12	398	0	287	450	41
Puducherry	6	0	7	1	0	14	0	7	8	2	17	0	8	14	0
Punjab	154	0	183	128	49	232	62	267	162	114	254	351	314	347	170
Rajasthan	235	1	183	249	34	322	1	172	277	39	707	3	478	724	142
Sikkim	0	0	3	3	0	0	0	0	1	0	7	0	4	3	0
Tamil nadu	220	0	199	199	30	444	1	247	213	23	512	4	432	471	51
Telangana	39	0	57	37	6	86	0	87	94	0	100	0	215	171	11
Tripura	8	0	45	32	4	92	0	21	24	13	108	0	43	53	44
Uttar Pradesh	575	15	771	1131	232	1147	31	981	1268	245	1260	17	1671	3228	419
Uttarakhand	52	0	35	58	6	111	0	39	77	12	244	4	178	291	23
West Bengal	278	1	297	559	76	773	0	339	659	87	1168	0	781	1374	179
