

No: BSNLCO-CMQS/11(11)/4/2020-NWO-CM-II/

Date: 07.01.2026

To,
Shri Ravi Shil Verma, General Secretary,
All India Graduate Engineers & Telecom Officers Association (AIGETOA),
Central Headquarters, New Delhi.

Subject: Reply to concerns raised in your letter No. GS/AIGETOA/2025-26/80 dated 02.12.2025 regarding performance issues of BSNL 4G Network.

Ref: PGRMS Docket No. BSNL-CO-2025-AC-12101765330042.

This has reference to your letter cited above, wherein various concerns have been raised regarding media reports on Tejas Networks radio equipment and performance issues in BSNL's 4G network. BSNL appreciates AIGETOA's proactive role in highlighting these matters and remains committed to the success of indigenous 4G/5G deployment under the Aatmanirbhar Bharat initiative.

After thorough review and coordination with relevant units and vendors, the point-wise responses to the requested actions are as under:

- 1. Technical Verification :** Independent tests of Tejas equipment for compliance with spectrum norms, output power, antenna gain, and performance metrics are being conducted in collaboration with field units, vendors, as and when required.
- 2. Vendor Accountability:** Comprehensive and documented responses are being obtained from M/s Tejas Networks and M/s TCS on field observations and facts. Vendor performance is strictly governed by the terms and conditions of the tender, and any deviation, violation, or non-compliance is being taken up for necessary action as per the tender provisions, including imposition of penalties wherever applicable.
- 3. Public Communication:** To protect BSNL's brand integrity against negative publicity in the media, BSNL issues necessary media statements on basis of facts and evidences.
- 4. Immediate Rectification:** Vendors have been directed to resolve RRH power issues, coverage gaps, and pending features as per tender specifications, with strict timelines and penalties enforced where applicable.
- 5. IMS Stabilization:** IMS-related issues are being prioritized, with patches, scaling, and stability enhancements underway to handle increasing call volumes and ensure seamless operations. Increase in VoLTE traffic is reported in Haryana and Rajasthan Circles upon migration to TCS/ CDoT IMS.
- 6. Interference issues in 1800 MHz band in Delhi:** The matter has been taken with WPC Wing of DoT. The field observations and impacted sites data have been taken and sent to WPC for further necessary action for mitigation of the interference caused to BSNL 1800 MHz band from other TSPs network. The matter is expected to be resolved soon with the intervention and coordination of DoT.

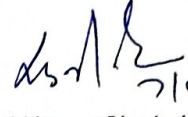
Although BSNL operates with fewer BTS towers compared to other telecom service providers, it ensures optimal utilization of available resources and remains committed to delivering seamless

services across all licensed service areas. Overall, BSNL's mobile services generally meet the Quality of Service (QoS) benchmarks prescribed by the Telecom Regulatory Authority of India (TRAI).

BSNL values the support of associations like AIGETOA in defending the company's image and the indigenous telecom ecosystem. Field units and employees are encouraged to report specific instances for prompt resolution. This reply may be utilized to counter any negative propaganda on social or electronic media.

This issues with the approval of competent authority.

With regards,



7/10/26

Sunil Kumar Singhal
(PGM NWO CM-II)

Copy to: Director (CM)/(HR), BSNL Board for kind information please.