

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:704
ANSWERED ON:15.05.2002
SURRENDER OF PHONES
NARESH KUMAR PUGLIA;SUSHIL KUMAR INDORA

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether about 20 lakh subscribers of Bharat Sanchar Nigam Limited (BSNL) have surrendered their phones during the year 2001-2002;
- (b) if so, the details thereof, State-wise;
- (c) the reasons for such a large number of persons surrendering their phones;
- (d) the extent of revenue loss suffered as a result thereof; and
- (e) the reaction of the Government thereto?

Answer

THE MINISTER OF PARLIAMENTARY AFFAIRS AND COMMUNICATIONS & INFORMATION TECHNOLOGY (SHRI PF MAHAJAN)

(a) to (e): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA QUESTION NO. 704 FOR 15TH MAY, 2002 REGARDING SURRENDER OF PHONES.

(a) It has been estimated that nearly 20 lakh telephone connections would have been disconnected during the year 2001-2002 which include 725894 voluntarily surrendered telephones and remaining disconnected due to various reasons including non payment of bills or misuse of telephones, etc. The Telecom Circle-wise information of disconnected telephones is available upto January, 2002 and is given at Annexure-I. The information regarding voluntarily surrendered telephones upto March, 2002 is available at Annexure-II.

(c) While BSNL has been requested to conduct a survey to ascertain the reasons for such surrender/disconnections, as per available information the main reasons appear to be as follows:

(i) The requirement to file income tax return. (This criteria has now been withdrawn).

(ii) Easy availability of telephones leading to customers surrendering telephones at the old station and getting a new connection at the new station while shifting from one place to another instead of applying for All India Shift.

(iii) Surrendering the second telephone because of improvement of services.

(iv) Surrendering of OYT and Tatkal Category telephones consequent to taking up new telephone connections under Non-OYT category in areas where telephones are available on demand.

(v) Non-payment of bills.

(vi) Misuse of telephones.

(d) & (e): The average estimated annual loss due to rentals is about Rs. 241 crore. It is not feasible to identify with any degree of precision the revenue loss caused by such surrender of telephones in traffic because the traffic is redistributed among existing telephone connections.

ANNEXURE-I

CIRCLE-WISE SUMMARY OF DISCONNECTIONS INCLUDING SURRENDER (APRIL, 2001 TO JANUARY, 2002)

Sl. No. Circle/Metro Distt. Disconnections

1	ANDAMAN & NICOBAR (UT)	1101
2	ANDHRA PRADESH	260390
3	ASSAM	5302
4	BIHAR	36139
5	CHHATISGARH	12095
6	GUJARAT	104775
7	HARYANA	13603
8	HIMACHAL PRADESH	12378
9	JAMMU & KASHMIR	6978
10	JHARKHAND	3237
11	KARNATAKA	168743
12	KERALA	18035
13	MADHYA PRADESH	53328
14	MAHARASHTRA	305060
15	NORTH EAST-I	27726
16	NORTH EAST-II	11964
17	ORISSA	15047
18	PUNJAB	21878
19	RAJASTHAN	38564
20	TAMILNADU	122120
21	UTTARANCHAL	8926
22	UTTAR PRADESH (EAST)	340774
23	UTTAR PRADESH (WEST)	29161
24	WEST BENGAL	7142
25	KOLKATTA	28265
26	CHENNAI	27761

TOTAL BSNL 1680492

Note:

Disconnections from April to January (10 Months) = 1680492
Average Disconnections per month = 168049
Estimated Disconnections for February and March = 336098

Total Expected Disconnections = 2016590

STATE-WISE DETAILS OF TELEPHONES SURRENDERED DURING 2001-2002

Sl. No. State/Union Territory NO. of Telephones surrendered

1	ANDHRA PRADESH	21137
2	ASSAM	1012
3	BIHAR	3250
4	CHHATISGARH	13933
5	GOA	3282
6	GUJARAT	91551
7	HARYANA	6819
8	HIMACHAL PRADESH	1098
9	JAMMU & KASHMIR	2244
10	JHARKHAND	3734
11	KARNATAKA	216753

12	KERALA including LAKSHADWEEP	8068
13	MADHYA PRADESH	29525
14	MAHARASHTRA	58117
15	MEGHALAYA	1822
16	NORTH EAST-II (ARUNACHAL PRADESH, MANIPUR AND NAGALAND)	Nil
17	ORISSA	27 @
18	PUNJAB	15686
19	RAJASTHAN	23062
20	SIKKIM	34
21	TAMILNADU including CHENNAI	153908
22	UTTAR PRADESH	24035
23	UTTARANCHAL	2056
24	WEST BENGAL including KOLKATTA	26838
25	MIZORAM	Nil
26	ANDAMAN & NICOBAR	808
27	PONDICHERRY	17181
28	TRIPURA	814
	Total	725894

@ Estimated