

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

UNSTARRED QUESTION NO:4234
ANSWERED ON:21.12.2005
IMPROVEMENT OF TELECOM SERVICES
Pathak Shri Brajesh

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

- (a) the number of telephone subscribers in Delhi at the time of the constitution of the Mahanagar Telephone Nigam Limited (MTNL), Zone-wise;
- (b) the number of telephone subscribers in Delhi as on date, Zone-wise;
- (c) whether the number of telephone subscribers in various telecommunication Zones in the country including Delhi has decreased;
- (d) if so, the details thereof alongwith the reasons therefor;
- (e) whether the Government has taken any steps to improve the telecommunication services; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) MTNL was constituted on 1.4.1986 and the number of telephone subscriber on that date in Delhi was 2,92,669.
- (b) The number of telephone subscribers in Delhi as on 31.10.2005 including landline, WLL and GSM is 23,42,406.
- (c) The status of various types of telephone connections in Delhi during the last three years is given below:

	31.3.2003	31.3.2004	31.3.2005	Till date
Landline, WLL (FWT)	2170920	1937079	1719696	1610786
WLL (Mobile)	23939	65576	135426	94550
Cellular (Mobile)	132417	170089	401678	637070
Total	23327276	2172744	2256800	2342406

(d) It would be seen that landline connections are showing a decline and other connections like WLL Mobile and Cellular Mobile are showing an increase. The decrease in landline connections is because of the trend of shifting to Mobile connections, as mobile connections are less fault prone and provide mobility with roaming facility etc.

(e) & (f) The Government has taken the following steps to improve telecom services:

i) Modernization of landline network by replacing old cables and instruments as well as by providing more services like SMS and broad band on landline connections

ii) Provision of latest services like VPN, E-mail, Web Hosting etc.

iii) Improving customer care by Sanchar Haat, deploying dealers and agents all over the service area, opening of call centers and giving suitable incentives to loyal customers.

iv) Revision of tariffs to suit all types of customers.

- v) Facilitating bill payment by introducing ECS, vending machines, internet banking.
- vi) Expansion of mobile network and provision of more value added service on this.
- vii) Expansion of broad band services to give high speed internet and video services.