

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

UNSTARRED QUESTION NO:360

ANSWERED ON:23.02.2011

EXPANSION OF MTNL & BSNL

Naranbhai Shri Kachhadia;Sampath Shri Anirudhan

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

(a) whether the landline users of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) has decreased;

(b) if so, the number of landlines of MTNL and BSNL in operation in the country during the last three years and the current year, year-wise and company-wise; and

(c) the measures proposed to encourage these companies to expand their customer base and complete with the private telecom operators in 2011-12?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) The details of the landline subscribers of BSNL and MTNL during the last three years and the current year are as under:

(in Millions)  
As on BSNL MTNL  
31.03.08 31.55 3.68  
31.03.09 29.35 3.57  
31.03.10 27.83 3.50  
31.12.10 26.65 3.48

(c) BSNL is taking the following steps to expand their customer base and complete with the private telecom operators:

(i) Special emphasis is given on improving quality of service, customer care, sales and marketing.

(ii) In order to popularize wireline service, dialing from wireline to any part of the country is charged as local call.

(iii) Bundling of wireline connections with mobile connections has also been launched.

MTNL is taking the following steps to expand their customer base and compete with the private telecom operators:

(i) Improvement in services, customer care, revision of tariff etc.

(ii) Rehabilitation of outdoor Network.

(iii) Better customer care by opening of Sanchar Haats at strategic locations.

(iv) Training and redeployment of staff as per the needs of the customers.