

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

UNSTARRED QUESTION NO:3364
ANSWERED ON:16.03.2011
SURRENDERING OF LANDLINE CONNECTIONS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether a large number of landline connections of BSNL and MTNL have been surrendered by the subscribers during the last three years and the current year;
- (b) if so, the details thereof and the reasons therefor, State-wise including Bihar;
- (c) the funds earmarked and spent on improvement and maintenance of the landline and mobile telephone service by BSNL and MTNL separately during the last three years and the current year, circle-wise; and
- (d) the action taken by the Government to improve the landline facility in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) Number of landline connections of BSNL and MTNL surrendered during last three years and current year are as below:

Circle (BSNL) 2007-08 2008-09 2009-10 2010-11 (upto
31-01-2011)

Surrender Surrender Surrender Surrender
(NET) (NET) (NET) (NET)

Andaman & Nicobar	6767	5501	1366	1234
Andhra Pradesh	315112	233157	118672	93311
Assam	72078	79288	43297	52496
Bihar	13305	9401	2105	787
Chhattisgarh	17279	28370	26007	51638
Gujarat	214776	199942	62309	132526
Haryana	77888	83622	53172	155329
Himachal Pradesh	42662	38085	22595	17947
Jammu & Kashmir	35974	19689	7782	16653
Jharkhand	2809	29578	4161	164689
Karnataka	162512	141188	71908	63234
Kerala	44448	122491	118167	163164
Madhya Pradesh	73734	98662	84776	101759
Maharashtra	340493	448795	318425	191969
NE-I	1321	4652	8161	52645
NE-II	22496	2202	970	3296
Orissa	3953	126454	36945	47993
Punjab	163163	80394	62927	53009
Rajasthan	92590	82701	66859	180297
Tamilnadu	246648	255593	158240	96580
Uttarakhand	21361	23804	15934	41291
UP (E)	54491	9477	6431	34954
UP (W)	72743	5133	14834	427836
W. Bengal	91976	89161	144581	134182
Kolkata	53	59	103493	62534
Chennai	567	1521	4284	13461
BSNL (TOTAL)	2187317	2205494	1515871	2353240

Circle (MTNL) 2007-08 2008-09 2009-10 2010-11
(upto 31.01.2011)

Delhi 70326 86083 77060 56778
Mumbai 138562 110078 103241 74178

The major factors responsible for surrender of wire line connections are:

- (i) Rapid expansion of mobile services and manifold increase in mobile connections, which provide greater convenience at highly competitive rates.
- (ii) Surrender of extra wire line telephone where multiple telephones existed in same house/office Premises and their substitution by personal mobile phones.
- (c) The circle wise expenditure incurred by BSNL in Cellular and other than Cellular segment during last three years and for the current year period up to December 2010, is given in Annexure-I

The allotment of funds (repair and Maintenance) are given in Annexure-II

As regard MTNL, fund earmarked and spent on improvement to enhance and expand services in its area of operation i.e. Delhi & Mumbai during the last three years are as follows:

Plan Outlay:

(Rs. in crores.)

Year	Delhi	Mumbai
2007-08	750.47	696.86
2008-09	733.32	560.96
2009-10	624.08	487.93
2010-11	871.68	409.16

Expenditure:

Year	Delhi	Mumbai
2007-08	489.71	442.75
2008-09	450.33	420.79
2009-10	603.30	591.40

As regards the expenditure for the current financial year (April-10 – March 11) the same will be known only on finalization of financial result by MTNL.

(d) BSNL and MTNL are making all out efforts to retain wire line customers and increase their utility. Following steps have been taken in this direction:

- (i) Several value added services including broadband services are provided.
- (ii) Various attractive tariff plans & improved marketing strategies are being introduced.

(iii) Steps are being taken for up-gradation of the external plants and extending connectivity through Optical Fibre Cable and copper cables to new upcoming colonies to provide landline telephones on demand in all upcoming areas.

(iv) Wireline telephones are being equipped to provide various value added services.

(v) Improving the quality of service by providing more customer service centers, prompt customer care, poleless connections etc.

(vi) Call Data Record (CDR) based billing is being introduced to improve all billing problems and provide detailed and single bill to customers for various services.

(vii) Providing new Calling Line Identification Presentation (CLIP) enabled instruments to subscribers.