

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

UNSTARRED QUESTION NO:2733
ANSWERED ON:17.08.2011
INTERNET SERVICES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of internet connections provided by each of the internet service providers in the country, separately in the urban and the rural areas as on date, Statewise;
- (b) whether the internet services including wireless internet facilities of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are not satisfactory;
- (c) if so, the details thereof and the reasons therefor;
- (d) the action taken by the Government in this regard;
- (e) whether BSNL and MTNL are facing tough competition from the private service providers; and
- (f) if so, the steps taken/being taken by these companies to address the issue?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Licence Service Area wise number of internet subscribers as on 31.3.2011, are as under:

(As on 31.03.11)		
S. No.	Licence Service Area	Number of Internet subscribers
1	Andhra Pradesh	15,81,789
2	Assam	96,690
3	Bihar	2,65,256
4	Delhi	19,21,052
5	Gujarat	11,00,462
6	Haryana	3,94,358
7	Himachal Pradesh	1,06,833

8	Jammu & Kashmir	1,02,300
9	Karnataka	16,88,585
10	Kerala	14,21,851
11	Maharashtra (including Mumbai)	38,67,316
12	Madhya Pradesh	8,29,648
13	North East	1,13,220
14	Orissa	2,71,596
15	Punjab	8,96,510
16	Rajasthan	7,71,398
17	Tamilnadu (including Chennai)	21,74,486
18	Uttar Pradesh {including UP (E), UP(W)}	10,04,451
19	West Bengal (including Kolkata)	10,87,012
	TOTAL	1,96,94,813

Service Provider wise number of internet subscribers are at Annexure.

(b) to (d) Though the internet services including wireless internet facilities provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are, in general, meeting the Quality of Service (QoS) benchmarks prescribed by the Telecom Regulatory Authority of India (TRAI), but still both companies keep on augmenting their telecom network progressively so as to enhance coverage and capacity based on techno-commercial considerations.

(e) & (f) Yes Madam, BSNL and MTNL are facing tough competition from the private service providers. To address this issue, the steps taken/being taken by BSNL and MTNL are as follows:
BSNL

- (i) Optimization of its wireless network to improve upon the capacity and coverage
- (ii) Upgradation of external plants for wireline network

- (iii) Attractive tariff plans
- (iv) Up gradation of all its customer service centres with Information Technology (IT).
- (v) Introduction of computerized on-line customers interfaces for bill payment etc
- (vi) Stepping up of service level agreement based outsourced call centres.

MTNL

- (i) Optimization of its wireless network to improve upon the capacity and coverage
- (ii) Taking care of its customer's conveniences by opening Sanchar Haat, customer service centre.
- (iii) Upgradation of external plants for wireline network
- (iv) Attractive tariff plans
- (v) Increasing the points where customers can make payments.
- (vi) Appointment of Dealers & Agent & special care of Corporate Customers.
- (vii) Customer care portal, online complaint booking and tracking, etc