

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

UNSTARRED QUESTION NO:4528

ANSWERED ON:21.12.2011

SURRENDERING OF LANDLINE CONNECTIONS

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

- (a) whether a number of subscribers of BSNL and MTNL have surrendered their landline connections during each of the last three years and the current year;
- (b) if so, the details thereof and the reasons therefor, State-wise;
- (c) the revenue loss suffered by the Government as a result thereof during the said period;
- (d) the number of applications received for new landline connections alongwith the number of connections released during each of the last three years and the current year, State- wise;
- (e) the steps taken by the Government to improve customers service/satisfaction so as to arrest the surrender of landlines by the customers; and
- (f) the funds allocated and spent by the Government for improvement and maintenance of landline/mobile telephone services, circle-wise?

Answer

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

(a)&(b) Circle wise detail of landline connections surrendered by the customers of BSNL and MTNL during the last three years and the current year is given in Annexure-1.

Some of the main reasons for surrender of landline connections are as follows:

Substitution of wireline telephones by mobile phones.

Surrender of extra landline telephones in case of multiple telephone connections in the same premises.

(c) Losses suffered only due to surrendered landline connections is not separately maintained by BSNL and MTNL.

d) The number of applications received for new landline connections alongwith the number of connections released during each of the last three years and the current year, circle-wise is at Annexure-2.

(e) Some of the steps taken by BSNL and MTNL to arrest surrender of landline is as follows:

Improving the wireline Network by change of cables, drop wire etc. as required.

All exchanges have been made Digital to improve service quality.

Rehabilitation of outdoor network like replacement of old instruments and drop wires, is being done on continuous basis to reduce fault rate.

Remote Switching Units are planned to reduce the last mile loop length wherever required.

Deployment of Next Generation Network (NGN) to provide telephony services which replaces/ upgrades the existing landline network and provides a lot of services from a single network based on IP in line with the emerging trends.

Providing full redundancy in network.

Training & redeployment of staff.

(f) The Government does not allocate funds for such purpose. However, the circle wise details of funds allocated and spent by BSNL

for repair and maintenance of landline/mobile telephone services are given at Annexure-3.