

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

UNSTARRED QUESTION NO:2355  
ANSWERED ON:28.03.2012  
CDMA SERVICE OF MTNL AND BSNL  
Dhruvanarayana Shri R.

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

- (a) whether the CDMA based service of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) is not functioning properly and its share on this segment is declining;
- (b) if so, the details thereof and the reasons therefor; and ;
- (c) the action taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI MILIND DEORA)

(a)&(b) Yes, Madam. Complaints have been received on the CDMA based services provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) regarding Quality of Service (QoS), however, these services are, in general, working satisfactorily.

As per the data for CDMA based services maintained by Telecom Regulatory Authority of India (TRAI), the market share of BSNL and MTNL as on 31.3.2010, 31.3.2011 & 30.9.2011 are as follows:

31.3.2010 31.3.2011 30.9.2011

BSNL 5.82% 4.92% 4.34%

MTNL 0.29% 0.25% 0.23%

The main reasons for the decline is due to competitive environment and increasing number of Global System for Mobile Communications (GSM) based mobile operators and increase in GSM coverage.

(c) Following steps have been taken by BSNL to improve CDMA based services in rural and urban areas:

# Annual Maintenance Contract (AMC) has been put in place with the equipment suppliers.

# Switch Mode Power Supplies (SMPSs) are being used with Fixed Wireless Terminals (FWTs) in the rural areas which have poor power supply to facilitate recharging of enhanced battery backup of FWTs.

# The latest Mobile Switching Centre (MSC) based technology is being used extensively.

# The Quality of service parameters are being monitored regularly for necessary corrective actions.