

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

UNSTARRED QUESTION NO:2474  
ANSWERED ON:28.03.2012  
SHARE OF MTNL AND BSNL  
Sivasami Shri C.

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

- (a) whether in spite of the vast infrastructure, the growth rate of MTNL and BSNL subscribers has shown a downward trend during the last three years and the current year, particularly since the implementation of portability scheme;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the consumers have surrendered MTNL and BSNL connections due to the deficiencies in the services;
- (d) if so, the number of consumers who have surrendered their MTNL and BSNL connections during the above period, State-wise, particularly in Maharashtra; and
- (e) the reaction of the Government thereto?

**Answer**

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

(SHRI MILIND DEORA)

(a)&(b) In the last three years, there has been an upward trend of net addition of mobile connections in Bharat Sanchar Nigam Limited (BSNL) whereas, in case of Mahanagar Telephone Nigam Limited (MTNL), there has been a downward trend. The details of number of net mobile connections added by BSNL and MTNL during the last three years and the current year are as follows:

(in million)

2008-09   2009-10   2010-11   2011-12 (upto 31.12.2011)

BSNL 10.50   16.59   22.96   7.02

MTNL 0.95   0.61   0.38   0.27

After implementation of Mobile Number Portability (MNP) in January 2011, in the initial period in BSNL, the ratio between port-out to port-in was quite high, however, later there has been a positive trend from August, 2011 to December, 2011 and there are more port-in customers than port-out customers on monthly basis. In case of MTNL, the port-out customers are more than the port-in customers on monthly basis.

(c)to(e) The mobile subscribers of BSNL and MTNL sometime face problems regarding Quality of Service (QoS). However, the mobile telecom services provided by BSNL and MTNL are, in general, working satisfactorily. Acquisition and surrender of mobile connections is a continuous process due to stiff competition in mobile segment and availability of the facility of migrating from one operator to another through Mobile Number Portability (MNP). Despite the stiff competition in mobile segment, the net addition of mobile subscribers in BSNL and MTNL is positive during the last three years.