

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

UNSTARRED QUESTION NO:6619  
ANSWERED ON:16.05.2012  
SURRENDERING OF LANDLINE PHONES  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) the details of BSNL & MTNL landline telephone connections surrendered by the subscribers during the last three years and the current year. State-wise;
- (b) the action taken by the Government to improve landline services in various States, State- wise including Madhya Pradesh and the funds earmarked for the purpose during the said period;
- (c) whether the MTNL & BSNL do not maintain the accounts of the losses suffered due to the surrendering of landline telephone connections;
- (d) if so, the reasons there for and the manner in which the corrective measures are taken for improvement of telephone system in the absence of the said accounts;
- (e) whether the Government proposes to direct these PSUs to maintain separate accounts of losses suffered by various services provided by these PSUs; and
- (f) if so, the details thereof and the reaction of the PSUs thereto?

**Answer**

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

(a) The details of BSNL/MTNL landline telephones surrendered by the subscribers during the last three years, circle wise, is given in Annexure-1.

(b) The steps taken by BSNL/MTNL to improve the landline services in the country including Madhya Pradesh Telecom circle are as follows:-

# Coordination with local authorities to minimize the cable cut cases,

# Rehabilitation and up gradation of outdoor network.

# Prompt repairing of underground cable faults.

# Close monitoring of network operation through Information Technology enabled systems.

# Introduction of Computerized Fault Repair Service.The details of the amounts spent during the last three years by BSNL/MTNL for maintenance of landline services are given in Annexure-II.

(c) & (d) BSNL and MTNL do not maintain the separate account for losses suffered purely due to surrender of landline connections. Losses of BSNL and MTNL are not only due to surrender of landline connection. Various factors affect and profit and loss of these PSUs. However, every surrendered landline connection is accounted for by these PSUs in the books of accounts pertaining to cancellation, refund adjustment etc.

(e) & (f) BSNL and MTNL managements are free to decide and finalise their commercial and business policies.