

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

UNSTARRED QUESTION NO:84
ANSWERED ON:08.08.2012
IMPACT OF MOBILE ON LANDLINE TELEPHONE
Karunakaran Shri P.;Sethi Shri Arjun Charan

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

- (a) whether the landline telephone services has been affected considerably after the introduction of the mobile telephone services;
- (b) if so, the details thereof;
- (c) whether any quantification have been made thereof in percentage term;
- (d) if so, the details thereof; and
- (e) the remedial measures taken by the Government to improve landline telephone services?

Answer

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

(a) & (b) The mobile telephone services were introduced in the country in mid-nineties. The landline telephones continued to increase till the year 2002-03. Thereafter, it declined during the year 2003-04, increased during 2004-05, declined during 2005-06 and then again increased during the year 2006-07. Thereafter, the landline telephones have been continuously declining. The year-wise detail of number of landline and mobile telephones for the last 15 years is given in Annexure-I.

(c) & (d) The year-wise percentage increase in landline and mobile telephones for the last 15 years is given in Annexure-II.

(e) Improving landline services is a continuous process. Some of the remedial measures taken by Bharat Sanchar Nigam Limited (BSNL) to improve landline telephone services are given as under:

- (i) Provision of speaker phone handset with new landline connection.
- (ii) Introduction of Call Data Records based billing.
- (iii) Introduction of value added services like broadband and Polyphonic Ring Back Tone.
- (iv) Charging of Subscribers Trunk Dialing (STD) calls at local rates from Bharat Sanchar Nigam Limited landline to any landline.
- (v) Upgradation of external plant.
- (vi) Strict monitoring of Quality of Service parameters as per norms specified by Telecom Regulatory Authority of India.