

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

UNSTARRED QUESTION NO:674

ANSWERED ON:27.02.2013

SHARE OF BSNL AND MTNL

Choudhary Shri Harish;Singh Shri Ratan;Vijayan Shri A.K.S.

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

- (a) whether any new scheme has been introduced by MTNL/BSNL to counter the competition being posed by private telecom operators in the country;
- (b) if so, the details along with the results achieved as a result thereof;
- (c) whether the initiatives taken by the BSNL and the MTNL to increase their subscriber base in the highly competitive mobile industry have not achieved the desired results;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the efforts made by the Government to improve the service provided by BSNL/ MTNL to its subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (Dr. (SMT.) KILLI KRUPARAN)

(a) to (d) BSNL (Bharat Sanchar Nigam Limited) and MTNL (Mahanagar Telephone Nigam Limited) have launched new schemes to counter competition being posed by private telecom operators in the country. The details of such schemes launched by BSNL and MTNL are at Annexure-I and Annexure-II respectively. Initiatives taken by BSNL and MTNL have shown good results. From April, 2012 to December, 2012, there is an increase of 2.55 million mobile subscribers of BSNL. In case of MTNL, the net increase was negative, however, the gross increase was 0.76 million.

(e) Quality of Service (QoS) improvement is a continuous process. Actions being taken by BSNL and MTNL to improve their Quality of Service, are as follows:

All circles are keeping adequate stock of spare cable for emergency purposes.

Close co-ordination with Police authorities to minimize the cases of cable theft.

Close co-ordination with Municipal authorities to avoid damages of cable due to development work and regular patrolling of major routes.

Rehabilitation and upgradation of external plant.

Close monitoring of network operation through IT (Information Technology) enabled systems.

Introduction of CDR (Call Detail Record) based billing, commercial & fault repair services.

Introduction of effective Network Management System.

Measures like BTSs (Base Transceiver Stations) additions, capacity augmentation and upgradation, optimization of radio network and drive tests.

TRAI has been taking various steps to ensure Quality of Service by the service providers including BSNL and MTNL. Some of these steps are as follows:

TRAI has been monitoring the performance of Service Providers against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly and Monthly Performance Monitoring Reports. In addition, Point of Interconnection (POI) congestion is also being monitored on monthly basis.

TRAI also undertakes objective assessment of the Quality of Service of Basic, Cellular and Broadband Services through independent agencies. A customer satisfaction survey is also conducted quarterly through these agencies. The results of these audit and survey are being widely published for public/Stakeholders knowledge.

TRAI has been following up with the Service Providers for addressing deficiencies in meeting the Quality of Service benchmarks

In addition, Department of Telecommunications (DoT) also reviews the performance of BSNL and MTNL periodically.