

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

UNSTARRED QUESTION NO:1754

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SURRENDERING OF TELEPHONE CONNECTIONS

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

- (a) whether the Government has conducted any study regarding surrendering of landline telephone connections being provided by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) in the country;
- (b) if so, the number of said connections surrendered so far during the last three years and the current year, State-wise and the reasons therefore;
- (c) the extent to which the target of achieving the teledensity in the country is likely to be affected; and
- (d) the steps taken/being taken by BSNL and MTNL to check the surrendering of telephone connections?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) Sir, surrender of land line telephone connection is being monitored, analyzed and studied by BSNL regularly at different levels. BSNL has conducted study regarding surrendering of land line telephone connections through IMRB Internationals, a reputed organization, in December 2008.

MTNL has its own internal analysis and mechanism by way of feedback form from subscribers who have surrendered their landline telephone connection.

(b) The details of numbers of surrendered connections including disconnection due to non-payment during the last three years and the current year, state wise/circle wise is placed at Annexure. The main reason for surrender of land line is due to large scale induction of mobile phones in the country.

(c) The teledensity in the country is not likely to get affected as the same has been offset by increase in mobile connections.

(d) Following steps have been taken by BSNL and MTNL to check the land line surrendered.

Aggressive marketing of land line connections

Providing broad band connections along with land line & introduction of Value Added Services on broad band services.

Upgradation of new technology switches to IP based next generation network through which more attractive services can be provided.

Providing rent rebate/installment options to non payment disconnected numbers.

More effective public grievance system for the redressal of complaints.

Introduction of more attractive tariffs.

Introduction of IPTV, video gaming and Voice Over Internet Protocol (VOIP) etc to MTNL landline customers.

Improvement of Quality of Service.

Improved customer care and bill payment facilities.