

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

UNSTARRED QUESTION NO:3873

ANSWERED ON:20.03.2013

DECLINING SUBSCRIBERS BASE

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

- (a) the details of the subscribers of BSNL and MTNL who surrendered their telephone connections, the mobile and the landline separately during the last three years and the current year, company and State-wise and the reasons therefor;
- (b) the details of the telephone exchange and mobile towers set up by both the Public Sector Undertakings (PSUs) in their respective areas so far and the number of exchanges proposed to be set up during the current year along with the proposal received from State Governments in this regard particularly in rural areas, State and company-wise;
- (c) whether the services of BSNL is not satisfactory in rural, remote and backward areas in the country and there is shortage of equipment for installation of mobile towers in these areas;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the steps taken by the Government to improve the mobile as well as landline services of both the companies and the action taken to ensure adequate supply of required equipment/materials?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT.) KILLI KRUPARANI)

(a) The circle-wise details of the subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) who surrendered their mobile and landline telephone connections during the last three years and current year are given in Annexure-I. Main reasons for surrender of these connections are as follows:

Subscriber base shifting from fixed line to wireless mobile communication

Stiff competition in mobile sector

Aggressive marketing by competitors.

(b) BSNL and MTNL receive requests/proposals from various agencies including the State Governments for setting up of new telephone exchanges and mobile Base Transceiver Stations

(BTSS). However, BSNL and MTNL augment their network capacity based on techno- commercial considerations. The circle-wise details of telephone exchanges and mobile BTSS of BSNL and MTNL, as on 31.01.2013 are given in Annexure-U.

(c)&(d) As per information provided by Bharat Sanchar Nigam Limited (BSNL), complaints from customers are received from time to time regarding Quality of Service (QoS) in its service areas including rural, remote and backward areas in the country. Quality of Service is monitored on a regular basis by Telecom Regulatory Authority of India (TRAI). TRAI has indicated, from time to time, some deficiencies on specified parameters of service in specific service areas. Improvement in service delivery is a continuous process.

BSNL could not augment its mobile capacity due to cancellation of tenders during the last four years. However, as of now, BSNL has initiated steps to augment its capacity by 14.37 million Global System for Mobile communication (GSM) lines for its service areas including rural, remote and backward areas.

(e) Department of Telecommunications (DoT) and the senior management of both PSUs review the performance of BSNL and MTNL regularly. Some of the steps taken by BSNL and MTNL to improve their mobile and landline services are as follows:

BSNL

Strengthening of sales and distribution system.

Special consumer retention camps. Monitoring of Quality of Service (QoS) parameters to adhere to the benchmarks stipulated by Telecom Regulatory Authority of India (TRAI).

Continuous improvement in customer care through Project smile.

Introduction of various attractive tariff plans & improved marketing strategies.

Provision of Value Added Services including broadband services. Intelligent Network Services and broadband based value added services like Video/Games/Music on demand etc

MTNL

Plan to commission Convergent billing. This system will provide one bill for all services to a subscriber and address customer request for services, tariff etc.

Reviewing of tariff for various products and services.

Measures to facilitate easy payment of telephone bills.

Online system for booking of different services and complaints for landline and mobile.

MTNL is having Sanchar Haats in Delhi and Customer Service Centres (CSCs) at Mumbai. for customers to get various services like registration for new service, duplicate bills of cellular connection, bill payment, Virtual Calling Cards etc.

There is no shortage of equipment/material in BSNL and MTNL. However, BSNL has initiated to augment its capacity by 14.37 million Global System for Mobile communication (GSM) lines of mobile equipment for its service areas including rural, remote and backward areas.