

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

UNSTARRED QUESTION NO:1021

ANSWERED ON:11.12.2013

DECLINE IN LANDLINE TELEPHONES

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

- (a) whether the landline telephone connections are gradually on decline;
- (b) if so, the reasons therefor along with the number of telephone connections in the country at present in comparison to the last three years, State-wise and year-wise;
- (c) whether the landline telephone is used for broadband internet connections;
- (d) if so, the details thereof and the alternative technology medium introduced and proposed to be introduced to provide broadband facility;
- (e) whether the Government proposes to formulate any scheme to increase the number of landline customers; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI KAPIL SIBAL)

(a) & (b) The landline telephone connections of Bharat Sanchar Nigam Limited (BSNL) have been gradually declining during the last three years. However this is not so in case of Mahanagar Telephone Nigam Limited (MTNL). Circle-wise details of number of landline connections during the last three years and current year (as on 30.9.2013) is given in Annexure-I.

The main reasons of decline in landline connections are as follows:

Substitution of fixed line telephone by mobile phones which offers greater flexibility in usage

Surrender of extra wireline telephone connection where multiple connections are available in same premises.

(c) & (d) As on 31.10.2013, BSNL has 9.94 million wireline broadband connections and MTNL has 1.15 million wireline broadband connections. BSNL and MTNL are providing broadband on various technologies viz. Fiber-to-the-Home (FTTH), 3G, EVDO (Evolution Data Only) etc. BSNL is deploying Wi-Max (Worldwide Interoperability for Microwave Access) technology also for providing broadband.

(e) & (f) BSNL and MTNL have taken the following steps to enhance attractiveness of landline connections and improve quality of service:

Strengthening of sales and distribution channel of landline and broadband connections.

Introduction of various attractive tariff plans & improved marketing strategies.

Making all out efforts to retain landline customers and increase their utility by providing several Value Added Services including broadband services, Intelligent Network Services and broadband based value added services like Video/Games/Music on demand etc

Efforts to upgrade the external plants and extend connectivity to new upcoming colonies to provide landline telephones on demand.

Induction of new customer care (single window) and billing platform, provisioning system.

Extending optical fiber to home and providing high bandwidth to subscribers.

Loyalty scheme & special care of corporate customers.