

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

UNSTARRED QUESTION NO:2322  
ANSWERED ON:05.02.2014  
CUSTOMER BASE OF TELECOM OPERATORS  
Mandal Shri Mangani Lal

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

- (a) the details of the telecom service providers in the country along with the customer base of each of them, State-wise and operator-wise;
- (b) whether the telecom Public Sector Undertakings are lagging behind in augmenting their customer base;
- (c) if so, the details thereof and the action taken by the Government in this regard; and
- (d) the annual revenue generated by these service providers from subscribers and the share of it earned by the Government during the last three years and the current year; operator-wise?

**Answer**

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

- (a) The Service area-wise and operator-wise details of telephone connections in the country, as on 31.12.2013, are given in Annexure-I and Annexure-II respectively.
- (b) & (c) The number of subscribers of the two Public Sector Undertakings, Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) put together, has declined by 775 million whereas the number of subscribers of Private Telecom Service Providers has increased by 24.93 million during the current year (April to December 2013). BSNL has taken following steps to increase its subscribers:
  - (i) Augmentation of mobile network capacity progressively to enhance the coverage and to further improve the quality of service.
  - (ii) Continuous optimization of the telecom network to improve the performance and customer satisfaction.
  - (iii) Replacement of wire line exchanges by Next Generation Network (NGN) exchanges.
  - (iv) Re-deployment of workforce with more focus on sales, distribution & customer care activities.

Also, MTNL introduces new tariff plan/ schemes from time to time to increase the subscriber base. MTNL has also introduced free roaming facility in Delhi and Mumbai on MTNL network with effect from 26.01.2014.

- (d) The revenue generated by these service providers and share of it received by the Government in terms of Licence fee and Spectrum Usage Charges during the last three years and the current year (upto third quarter) is given in Annexure-III.