GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:146
ANSWERED ON:03.12.2014
TELEPHONE AND INTERNET SERVICES OF TELECOM PSUS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the telephone and internet broadband services of the Bharat Sanchar Nigam Limited (BSNL) and the Mahanagar Telephone Nigam Limited (MTNL) in many areas are not satisfactory and large number of mobile and internet subscribers have surrendered their connections in favour of private telecom service providers;

(b) if so, the details thereof and the reasons therefor along with the mobile and internet connections of BSNL and MTNL surrendered during the last three years and the current year, State and year-wise;

(c) the number of complaints received from subscribers about call drops, very slow internet speed and other unsatisfactory performance parameters for mobile and internet, separately, State-wise; and

(d) the corrective measures taken by the Government to improve the mobile/internet service in affected regions/areas, State-wise?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 146 FOR 3rd DECEMBER, 2014 REGARDING "TELEPHONE AND INTERNET SERVICES OF TELECOM PSUs".

(a) Telecom Regulatory Authority of India (TRAI) monitors the Quality of Service (QoS) provided by mobile and broadband service providers including BSNL and MTNL through quarterly Performance Monitoring Reports (PMRs) submitted by service providers against the prescribed benchmarks for various QoS parameters.

As per the TRAI PMR for 2G Mobile Services, 3G Services and Broadband services for the quarter ending June 2014, the parameters and service areas in which BSNL and MTNL are not meeting the prescribed benchmarks, are given in Annexure-I and Annexure-II.

(b) Details of internet connections of BSNL and MTNL surrendered during the last three years and the current year, circle-wise are given in Annexure-III. Details of mobile connections ported-in and ported-out in BSNL and MTNL networks are given in Annexure-IV. BSNL and MTNL are in financial distress and facing declining revenues from loss of market share and increasing expenditure. MTNL has been unable to invest in expansion/modernisation of its network due to financial distress. BSNL has been unable to invest in expansion of its network over the period 2009-2013. Other reasons like power supply problem, disruptions due to cable cuts arising from road development works, breakdown of cables due to old legacy network of basic service, cable theft etc. are also affecting the services of BSNL and MTNL. The reasons for decline in mobile connections are mainly due to inadequate investment leading to network coverage issues, inability to compete with private sector on the customer services and marketing.

(c) The details of complaints, service-area wise in respect of internet and mobile service received from the subscribers of BSNL and MTNL during the last year and the current year; are given in Annexure-V and Annexure-VI respectively.

(d) Government has taken several measures to revive BSNL and MTNL and provide some financial relief so that they could undertake expansion plans. These measures include:

(i) Treatment of pensionary liabilities of Government employees absorbed in MTNL and who opted for combined service pension on parity with similar employees in BSNL.

(ii) Waiver of Government loan to BSNL involving an amount of Rs.1411 crores

(iii) Financial support of Rs.6724.51 Crores to BSNL and Rs.4533.97 crores to MTNL on surrender of Broadband Wireless Access (BWA) spectrum.

(iv) Financial support of Rs. 492 Crores to MTNL, towards payment of Minimum Alternate Tax (MAT).

In addition, BSNL and MTNL are taking various steps to improve their mobile and broadband network. The details of these steps are as follows:

Close coordination with the local bodies and police authorities to prevent cable thefts.

Monitoring of the Fault Repair Service System.

Deployment of modern and state of art CDR (Call Detail Record) based Billing & Customer care system.

Replacement of old legacy telephone exchange by IP (Internet Protocol) based New Generation Network exchanges.

Establishment of Customer Service Centers at all important locations in the country with "single window concept" to facilitate friendly interactions with the customers.

Replacement of weak batteries and power plants to improve network uptime

Regular Radio Frequency (RF) optimization tests.

Upgradation/augmentation of mobile network under phase VII project through installation of 14263 additional Base Transceiver Stations (BTSs) for 2G services and additional10502 Node-Bs for 3G services in BSNL to improve services and enhance coverage and capacity.