

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

UNSTARRED QUESTION NO:587

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Subscriber Base of Telecom PSU

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

- (a) the details of subscribers ported out and ported in both the PSUs due to Mobile Number Portability (MNP) during the last three years and the current year, Statewise;
- (b) the number of subscribers added to BSNL/MTNL during the last three years and the current year;
- (c) whether the Government has any proposal to provide better network connectivity and improve the functioning of the broadband and mobile related complaints and also fix the responsibility for declining market share and revenue; and
- (d) if so, the details thereof?

Answer

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

(a) The Licensed Service Area (LSA) wise details of subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) who ported out and ported in during the last three years and the current year are given in the Annexure.

(b) The number of subscribers added by BSNL & MTNL during the last three years and the current year is as mentioned below:

(c)&(d) Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) needs improvement. BSNL and MTNL have been unable to invest in expansion of their networks due to financial distress. Other reasons like power supply problem, cable theft etc. are also affecting the services of BSNL and MTNL.

BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen their network and focus on customer care and service delivery to improve quality of service. These include:-

- â€¢ Broadband network is continuously monitored through automated tools like IP tester and Cacti & corrective action is taken.
- â€¢ Broadband network operation centre is manned 24x7. Links are monitored & traffic is optimized.
- â€¢ Attending Network faults promptly to minimize the downtime and customer complaints.
- â€¢ To provide better network connectivity, BSNL has planned to add 6.3 million Global System of Mobile communication (GSM) lines capacity in its network during the year 2015-16.
- â€¢ MTNL is planning to provide the backhaul media connectivity of existing mobile tower sites in Delhi & Mumbai on Optical Fiber Cable (OFC) network in place of Microwave network.
- â€¢ In order to improve the Quality of Mobile Service (QOS), the BSNL & MTNL are augmenting their mobile network progressively so as to enhance coverage capacity and to further improve the Quality of Service.
- â€¢ BSNL & MTNL are also optimizing their network continuously for improvement of performance.
- â€¢ There is some congestion in certain pockets and augmentation of capacity is required. To address the same, the BSNL has initiated the action for expansion of Global System of Mobile communication (GSM) lines under Phase VII project and the roll out of the same is under process.
- â€¢ BSNL is also continuously working to improve Land line broadband services to its customers by continuous up gradation of International bandwidth as soon as the usage reaches a threshold level.
- â€¢ BSNL has deployed centralized state of art Information Technology infrastructure to extend customer care facility and better quality of services on PAN-India basis to the customers of BSNL.
- â€¢ Based on traffic growth, BSNL is constantly updating the requirements of various Broadband network elements in the system. For improving broadband services, BSNL has installed Google caching servers at 13 locations and done peering with Google at 3 locations for 110 GB capacity. Also Akamai caching servers were installed for 100 GB capacity. Also, BSNL has upgraded 47 Broadband Network Gateways (BNGs) in Broadband network for higher capacity.