

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

STARRED QUESTION NO:375

ANSWERED ON:04.08.2014

SYNERGY BETWEEN BSNL AND MTNL

Choudhary Shri Ram Tahal;Devi Smt. Rama

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

(a) whether the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have entered into a Memorandum of Understanding (MoU) to create synergy between the two organisations and also provide Pan-India Telecom Services as Public Sector Enterprises under the Government;

(b) if so, the details and the salient features thereof;

(c) whether the Government is aware that a large number of landline telephones remain out of order for a long time despite synergy as provided for in MoU;

(d) if so, the details thereof and if not, the reasons therefor; and

(e) the corrective steps taken/being taken by the Government in this regard?

Answer

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

(a) to (e) 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 (e) OF LOK SABHA STARRED QUESTION NO. 375 FOR 4TH AUGUST, 2014 REGARDING "SYNERGY BETWEEN BSNL AND MTNL"

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) entered into a Memorandum of Understanding (MoU) on 24-09-2013 to create synergy between the two organizations on various issues with the intent of collaborating in telecom service provision.

The MoU provides for mutually agreed levy of carriage charges for all National Long Distance (NLD) traffic of MTNL to BSNL. MTNL has committed to carry its NLD traffic on BSNL network where its own network is not available. The MoU also provides a framework for sharing of revenues from enterprise business, national roaming charges, intelligent network charges and levy of duct charges, rentals for space utilisation and interconnect usage charges.

(c) & (d) Quality of Services (QoS) performance including fault repair of landline phones is not a part of the MOU between MTNL and BSNL.

(e) Up-gradation of landline services to maintain quality of service is a continuous process in BSNL and MTNL. The steps taken by them for improving their landlines business are as follows:

Migration from Public Switched Telephone Network (PSTN) to Next Generation Network (NGN) in the current Five Year Plan to provide Enhanced Value Added Services (VAS) like Personalized Ring Back Tone, Broadband Value Added Services, Multi Media Video Conferencing, Voice over Internet Protocol (VOIP) services and Fixed- Mobile convergence etc.

Focus on customer care, service delivery, service assurance, revenue management and asset management.

Introduction of Call Detail Record (CDR) based billing, commercial and fault repair service and work order management system.

Augmentation of their BTSs (Base Transceiver Stations) in areas where congestion is observed, optimizing their networks and monitoring of uptime of their BTSs.