

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

UNSTARRED QUESTION NO:1628  
ANSWERED ON:21.07.2014  
BASIC TELEPHONE SUBSCRIBERS  
Patel Smt. Jayshreeben

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

- (a) the total number of basic telephone subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) in the country at present, Circle-wise;
- (b) whether the Government has any proposal to streamline the functioning of Telecom Sector in the country;
- (c) if so, the details thereof; and
- (d) the steps taken/being taken by the Government to review the performance of BSNL and MTNL on regular basis and optimise their network for improvement in performance?

**Answer**

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

(a) Circle-wise details of total number of basic telephone subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) in the country as on 31.5.2014 is given in Annexure-I

(b) & (c) Government has formulated a plan for the continued rapid growth of the telecom sector. The plan includes:

# telecom infrastructure development to provide mobile connectivity to unserved areas.

# Implement the National Optical Fibre Network (NOFN) to provide broadband connection to all Gram Panchayats.

# simplify licencing procedures and make available additional spectrum to promote growth.

# policy interventions to ensure quality, reliable, secure and affordable telecommunication services.

(d) Quality of Service (QoS) parameters are prescribed by the Telecom Regulatory Authority of India (TRAI). While BSNL and MTNL meet the benchmark parameters in general, the services of BSNL and MTNL are below the benchmark levels for certain parameters in certain areas. The deficiencies in QoS parameters are on account of network performance, customer service delivery, congestion, inadequate network coverage etc.

BSNL and MTNL are actively engaged in preparing a revival plan for improvement in quality of services, addressing legacy issues and expansion of network coverage. They are also optimizing their network continuously for improvement in performance.

Department of Telecommunications (DoT) also reviews the performance of BSNL and MTNL periodically.