

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
QUESTION NO 19.08.2011
ANSWERED ON
MARKET SHARE OF PUBLIC SECTOR TELECOM COMPANIES .

279

Shri Narendra Kumar Kashyap

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

- (a) the market share of public and private sector telecom companies in providing basic and mobile telephone services in the country;
- (b) whether the share of public sector companies is declining in comparison to private companies;
- (c) if so, the details thereof and the reasons therefor; and
- (d) the steps taken/being taken by Government to ensure that the share of public sector companies, in providing quality service, does not come down despite competition from other entities?

ANSWER

THE MINISTER OF HUMAN RESOURCES DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI KAPIL SIBAL)

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

STATEMENT TO BE LAID ON THE TABLE OF THE RAJYA SABHA IN RESPECT OF PARTS (a) TO (d) OF RAJYA SABHA STARRED QUESTION NO. 279 FOR 19TH AUGUST, 2011 REGARDING " MARKET SHARE OF PUBLIC SECTOR TELECOM COMPANIES "

(a) The market share of public and private sector telecom companies in providing wireline and wireless telephone services in the country as on 30.6.2011, is as follows:

S. No.	Companies	Percentage of Wireline Subscribers	Market share	Percentage of Wireless Subscribers	Market share
1	Public Sector (BSNL and MTNL)	82.14	11.65		
2	Private Sector	17.86	88.35		

(b)&(c) Yes, Sir, the market share of total subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) is declining. Market share of BSNL and the market share of MTNL (Delhi and Mumbai) during last three years and the current year are as follows:

S. No.	As on	BSNL's percentage Market share Delhi	BSNL's percentage Market share Mumbai	MTNL's percentage market share Delhi	MTNL's percentage market share Mumbai
1	31.3.2009	18.98	14.64	20.21	
2	31.3.2010	15.66	12.71	15.80	
3	31.3.2011	13.83	10.04	12.58	
4	30.6.2011	13.37	9.55	12.02	

The reasons for decline in market share of BSNL and MTNL are as follows:

Fierce competition with private telecom service providers especially in wireless services. Churning of fixed line subscribers, due to their preference for mobile services.

(d) The steps taken/ being taken by BSNL and MTNL to ensure that the share of public sector companies in providing quality service does not come down despite competition from other entities are as follows:

BSNL

Optimization of its wireless network to improve upon the capacity and coverage Upgradation of external plants for wireline network Attractive tariff plans Upgradation of all its customer service centres with Information Technology (IT). Introduction of computerized on-line customers interfaces for bill payment etc Stepping up of service level agreement based outsourced call centres. MTNL

Optimization of its wireless network to improve upon the capacity and coverage. Taking care of its customer's conveniences by opening Sanchar Haat, customer service centre. Upgradation of external plants for wireline network Attractive tariff plans Increasing the points where customers can make payments. Appointment of Dealers & Agent & special care of Corporate Customers. Customer care portal, online complaint booking and tracking, etc