

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 3268
TO BE ANSWERED ON 23RD MARCH, 2018**

CALL RATES OF GOVERNMENT SECTOR TELECOM COMPANIES

†3268. SHRIMATI CHHAYA VERMA:
CH. SUKHRAM SINGH YADAV:
SHRI VISHAMBHAR PRASAD NISHAD:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that due to call rates of Government sector telecom companies, i.e., Mahanagar Telephone Nigam Ltd. and Bharat Sanchar Nigam Ltd., being more than those of the private sector telecom companies, consumers are rapidly becoming subscribers of private sector telecom companies;
- (b) the number of new consumers included in Government sector telecom companies during the last five years and the number of consumers who left their connections during the same period; and
- (c) the reasons why consumers are avoiding services of Government sector telecom companies?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)**

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are providing wireless (Mobile) and landline tariff plans based on a number of factors viz. prevailing market trends, competitor's tariff, commercial viability, cost of operation etc. Tariff plans are introduced/ revised as per market trend and other conditions from time to time. Market share of BSNL and MTNL of landline and wireless subscribers, for the last five years is as follows.

Year	Market share of BSNL	Market share of MTNL *
2013-14	12.13%	8.67%
2014-15	9.36%	8.51%
2015-16	9.59%	8.29%
2016-17	9.63%	7.37%
2017-18 (up to Dec,2017)	10.10%	7.05%

* MTNL operates in Delhi and Mumbai area, market share is calculated for Delhi and Mumbai area only.

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Details of new consumers included and number of consumers who left their connections in BSNL and MTNL during the last five years are as under:

Wireless

Year	New connections added		Number of consumers who left their connection in	
	BSNL	MTNL	BSNL	MTNL
2012-13	14892389	434788	10896651	1199928
2013-14	14097517	286257	20201927	1861110
2014-15	13302645	345068	30860575	166691
2015-16	18293659	310637	7716600	173247
2016-17	25019494	110824	10001370	133882

Landline

Year	New connections provided by		Number of disconnection in	
	BSNL	MTNL	BSNL	MTNL
2012-13	14,38,681	206504	34,60,351	126115
2013-14	13,40,281	291272	32,98,169	134510
2014-15	10,21,730	248620	30,97,437	129920
2015-16	12,02,655	140150	28,52,231	119028
2016-17	13,28,487	93702	24,01,893	125023

(c) Following are the reasons behind decline/disconnection in landline telephone connections:

- (i) Tendency of shifting to mobile service because of their convenience, utility and availability even while on move.
- (ii) Frequent interruption in landline service due to cable damages by digging work various agencies for road widening, water and drainage activities, laying of electrical cable etc.
- (iii) Delay in restoration of damaged cables, obtaining permission from local authorities etc. which affect timely restoration of landline services.

As regards wireless (mobile) customers, the market share of BSNL has increased over last three years, i.e. from 7.92% on 31.3.2015 to 9.06% on 31.10.2017. While market share of MTNL has marginally dipped from 4.57% on 31.3.2015 to 3.88% on 31.10.2017 largely due to less investment for mobile network expansion arising out of its financial situation and competitive environment.
