

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1184
TO BE ANSWERED ON 27TH JULY, 2018**

DISMAL MOBILE SERVICES OF MTNL

†1184. SHRI NARAYAN RANE:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of persons who have ported out of GSM mobile service of MTNL and taken services of other companies during the last three years;
- (b) whether MTNL has received several complaints with regard to poor coverage of its mobile service network, the condition of which has deteriorated further during the last three years; and
- (c) whether Government has taken or proposes to take any action to improve 2G, 3G and 4G services as soon as possible for the benefit of its subscribers?

ANSWER

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

- (a) The number of subscribers of Mahanagar Telephone Nigam Limited (MTNL) who ported out during the last three years is as follows:

Period	No. of MTNL subscribers who Ported-Out
April 2015-March 2016	85502
April 2016-March 2017	98071
April 2017- March 2018	181234

- (b) Network complaints received by MTNL during the last three years have gone down. The details of which are as follows:

Year	Network complaints received by MTNL
2015-16	66840
2016-17	63006
2017-18	38126

(c) MTNL has undertaken the task of improving the Wireless Network in Delhi and Mumbai so as to improve the downlink speed to 21.1 Mbps and uplink speed of 5.76 Mbps which is presently of 3.6 Mbps and 384 Kbps respectively with following major projects:

- I. **Expansion of GSM (Global System for Mobile communication) / 3G RF (Radio Frequency) network in MTNL Delhi:** MTNL is in the process of expansion of 3G mobile network by adding 1080 nos. of 3G sites, 800 nos. of hybrid microwave to meet the backhaul capacity and Data handling capacity to 10 Gbps.
- II. **Upgradation / replacement of 3G RF network in MTNL Delhi:** MTNL is upgrading the existing 3G network (720 Node-Bs) and 754 nos. of existing 8 Mbps Microwave Hops to 400 Mbps capacity to improve network capabilities and provide better speed.
- III. **3G Network Up-gradation in Mumbai:** MTNL is upgrading the existing 3G network (720 Node-Bs) and 497 nos. of existing 8 Mbps Microwave Hops to 400 Mbps capacity to improve network capabilities and provide better speed.
