

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1186
TO BE ANSWERED ON 27TH JULY, 2018**

LOSS IN MARKET SHARE OF MTNL IN MOBILE SEGMENT

1186. SHRI AKHILESH PRASAD SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that after the introduction of Jio in the mobile segment, MTNL has lost its market share tremendously;
- (b) if so, the percentage of loss incurred by MTNL in the last two years, consumer-wise and figure-wise;
- (c) the amount of loss incurred by MTNL vis-a-vis Jio in the last two years;
- (d) the reasons for MTNL not to introduce 4G services till now, whereas its competitors are in the process of augmenting their services to 5G; and
- (e) whether any action is being taken by MTNL to improve its market share?

ANSWER

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

(a) & (b) The details of market share of wireless subscriber base and financial performance of Mahanagar Telephone Nigam Limited (MTNL) in the last three years are as under:

(i) Wireless subscribers and Market Share of MTNL in last three years:

As on	Wireless Subscribers	Market Share in Delhi and Mumbai Licensed Service Area (LSA)
31.03.16	3560856	4.50
31.03.17	3627320	4.03
31.03.18	3557060	3.94
30.04.18	3544893	4.25

(ii) Financial performance of MTNL for the last two years is as under:

Particular	Year ended 31.03.2016	Year ended 31.03.2017	Year ended 31.03.2018
Total income	3512.71	3552.46	3116.42
Profit/(Loss) for the period	(2005.74)	(2970.57)	(2970.65)

(c) There is a decline in mobile revenue of MTNL during the last two years, which is as under:

(Rupees in Crore)		
Year	2016-17	2017-18
Revenue in mobile segment	531.06	310.31

(d) To launch 4G services, MTNL has submitted a proposal for allocation of spectrum to the Department.

(e) Some of the steps initiated by MTNL to improve the network parameters so that the Quality of Service and performance can be improved, are:

Landline network:

- Refurbishing of 20% Pillars and Distribution Points (DPs) every year, is planned in phased manner. 2662 Pillar and 52907 DP have been refurbished by MTNL last year as on 31.03.2018
- To improve copper pair quality, 81,492 meters existing drop wires have been replaced with twisted drop wires or thermo sleeves have been put at open joints at DPs by MTNL this year, as on 31.03.2018.
- Training is being given to line staff to improve maintenance and installation practices.
- To control increased number of cable theft cases in Delhi, in-house cable theft alarm system has been developed and being deployed for all primary cables above 400 pair capacity

Broadband network:

- To give boost to customer experience, Download Speed of Broadband subscribers is being upgraded upto 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
- Tariff re-balancing of Broadband service has been done for giving more competitive and attractive tariff package to the customers.
- Societies / Areas where Optical Fibre Cable (OFC) / Fibre to the Home (FTTH) is already available, Broadband Subscribers are being migrated to FTTH free of cost and work has been started.
- To improve Quality of Service (QoS) and speed of Broadband service, Digital Subscriber Line Access Multiplexers (DSLAMs) are being redeployed near

customer premise. In 2017, 47 DSLAMs in Delhi and 22 in Mumbai have been redeployed thereby reducing copper length and enhancing the quality of Broadband service.

- Proactive Monitoring of Broadband Faults through Radius attempt.
- On line tool (IPTESTER) used for monitoring on real time basis of the Base Transceiver Station (BTS)/Node-B, Broadband Equipment and FTTH Customers.
- Trainings have been organized for line staff to improve their skills for greater overall customer satisfaction.

FTTH Network:

- FTTH revenue share policy was modified to make it more flexible to attract new partners with enhanced revenue share to encourage partners to rollout more connections; Partners in Delhi and Mumbai have already started operations. Active monitoring is being done to ensure to achieve the envisaged targets of the policy. Regular advisories are being issued to field units. In the year 2017-18, total 922 connections have been provisioned by FTTx partners in Mumbai while 1180 connections were provisioned in Delhi.

Mobile Network:

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 & uplink speed of 5.76 Mbps which is presently of 3.6 Mbps & 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.
