GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 550
TO BE ANSWERED ON 14th DECEMBER, 2018

CALL DROPS OF MTNL AND BSNL

†550. SHRI RAKESH SINHA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the reasons for substantial call drops on MTNL and BSNL networks as compared to networks of private companies; and

(b)   the steps being taken to improve the position of MTNL and BSNL in the competitive market of communications?

ANSWER

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

(a)   As per Performance Monitoring Report (PMR)of Telecom Regulatory Authority of India (TRAI) for the quarter ending September 2018, Bharat Sanchar Nigam Limited (BSNL) is meeting the benchmarks for all the Quality of Services (QoS) parameters in all the Licensed Service Areas (LSAs) for Cellular Mobile Telephone Services, except the parameters for assessing call drop viz "Network QoS DCR Spatial distribution measure or DCR Network_Q_{SD}(90,90) (benchmark 2%)", and "Network QoS DCR temporal distribution measure or DCR Network_Q_{TD} (97,90) (benchmark ≤ 3%)", in West Bengal LSA only. Whereas, Mahanagar Telephone Nigam Limited (MTNL) is meeting the benchmarks for both the parameters in all its LSAs i.e. Delhi and Mumbai.

        As per information from BSNL, following are the reasons for not complying with the benchmark in West Bengal Service area:

- West Bengal covers difficult terrain like hilly area in Sikkim, Darjeeling and isolated islands in Sunderbans (South 24 Parganas). As a result it takes longer time to restore the faulty BTS. Bankura, Purulia and West Midnapore districts of West Bengal are Left Wing Extremism (LWE) affected resulting in delay in Operation & Maintenance (O & M) activity and fault restoration work.
- Frequent thefts of waveguide and battery bank in areas particularly in Asansol, Berhampur, Kharagpur and Kolkata.
- Due to expansion works of National Highway / Railways/PHE, frequent Optical Fiber Cable (OFC) cuts are being observed. Due to this reason, many mobile BTS remainout of order in Purulia, Jalpaiguri, Alipurduar, Coochbehar and Berhampore areas.

(b)   Steps taken to improve the position of BSNL and MTNL in the competitive market of communications is at **Annexure.**

Steps taken to improve position of BSNL:

Department of Telecom (DoT) is utilising the strength and competence of BSNL to implement a number of important projects such as providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas, implementation of comprehensive telecom development plan for Andaman and Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth, Optical Fibre Cable based Network for Defence Services (NFS Project), execution of BharatNet Project, comprehensive Telecom Development Plan for the North-Eastern Region for provision of mobile services in uncovered villages in Arunachal Pradesh and two districts of Assam, implementation of transmission media plan for North Eastern Region, Submarine Optical Fibre Project for providing connectivity to the Andaman and Nicobar Islands, setting up of 25000 Wi-Fi Hotspots at Rural Telephone Exchanges of BSNL and setting up of Satellite Gateway .

This improves the capacity utilisation of the organisation, enhances and diversifies the revenue generating avenues while at the same time facilitating the fulfilment of Government objectives.

BSNL has also been encouraged to take measures such as;

- Augmentation of mobile equipment capacity / upgradation of mobile network in its areas under Phase-VIII.4 project.
- To improve quality of wireline telephone network BSNL will replace Legacy Public Switched Telephone Network (PSTN) switches to Next Generation Network (NGN) which support different kind of services i.e. voice, video and data. With migration to NGN, customer will get enhanced Value Added Services on wire line like Personalized Ring Back Tone, Multi Media Video Conferencing, IP Centrex, Limited Fixed Mobile Telephony (LFMT) and Fixed Mobile convergence(FMC), etc. This will provide better facilities to customers and at lower maintenance cost to BSNL.
- Transport Network with 200 GBPS line capacity connecting 47 state Capitals and important cities. Work in 45 cities has already been completed.
- Routers have been installed and commissioned where by IP-MPLS network has increased from 106 cities to 205 cities providing connectivity for broadband, NGN 2G/3G requirements.

Steps taken to improve position of MTNL:

1. Mobile Network: MTNL has undertaken the task of improving the Wireless Network in Delhi and Mumbai so as to improve the downlink speed of 21.1 Mbps & uplink speed of 5.76 Mbps which is presently of 3.6 Mbps & 384 Kbps respectively.

2. Redeployment of Digital Subscribers Line Access Modules (DSLAMs) of existing wireline broadband network near to the subscriber premises thereby reducing copper length and enhancing the quality of broadband service. A total of 220 DSLAMs have been redeployed in Delhi and 174 in Mumbai. In the year 2017-18, 47 DSLAMs in Delhi and 23 in Mumbai have been redeployed. In current year also 13 more DSLAMs have been redeployed.

3. Last year, MTNL finalized and made operational its new policy to engage partners on revenue share basis to extend its FTTx services. 20 Partners in Mumbai and 15 partners in Delhi have already started to provide BB over FTTH at speeds upto 100 Mbps. Net FTTH customers added by revenue share partners during the current year in Delhi are 1347, while in Mumbai it is 1234.

4. MTNL has signed an MoU with New Delhi Municipal Corporation Smart City Limited (NDMCSCL) on 18.08.2017, with the objective to provide various services like FTTH, Public Wi-Fi for making NDMC area as a SMART City. The project involves around 2000 FTTH connections in Connaught Place area and approx.150 access points for Wi-Fi enabling.

5. Customer centric Strategies:

   - To give boost to customer experience, Download Speed of Broadband subscribers is being upgraded to 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
   - Training is being given to line staff to improve maintenance and installation practices.
   - Refurbishing of 20% Pillars and DPs every year, is planned in phased manner. 1113 Pillar and 4,697 DP in Delhi & 1677 Pillar and 3563 DPs in Mumbai have been refurbished by MTNL in 2017-18. In current year also, total DPs refurbished in Delhi and Mumbai are 19877 and 1860 respectively whereas, 864 and 866 pillars have been refurbished in Delhi and Mumbai respectively.
   - To improve copper pair quality, 81,492 mtr existing Drop wires have been replaced with twisted drop wires or thermo sleeves have been put at open joints at DPs by MTNL in 2017-18. In current year this count has been 41,317 as on 30.09.2018.
   - Proactive Monitoring of Broadband Faults through Radius attempt.

****