GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

RAJYA SABHA
UNSTARRED QUESTION NO. 490
TO BE ANSWERED ON 21ST NOVEMBER, 2019

SHIFT OF CONSUMERS FROM BSNL TO PRIVATE COMPANIES

†490. SHRI RAM NATH THAKUR:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that consumers are moving towards private companies for services after getting fed up on account of poor services rendered by Bharat Sanchar Nigam Limited (BSNL);

(b) if so, whether Government is trying to address these shortcomings so that trust of consumers could be restored; and

(c) the details of proposed Action Plan of BSNL to provide internet services at village level in the country and the State-wise progress made, in this regard, so far?

ANSWER

MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND ELECTRONICS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) has informed that number of customers ported-in to BSNL is higher than the ported-out customer of BSNL. BSNL is MNP (Mobile Number Portability) positive during 2019-20 (till October, 2019).

Status of MNP in BSNL		
	Port out	Port in
Up to 31.3.2014	43,83,988	30,73,524
During 2014-15	16,13,843	9,14,412
During 2015-16	17,81,002	2,031,668
During2016-17	20,61,542	27,77,935
During 2017-18	34,96,128	41,32,600
During 2018-19	28,27,440	53,64,649
Cumulative up to October 2019	1,80,98,000	2,04,90,841

Year wise number of mobile connections of BSNL for the last three years and till 31.08.2019 is as below:

As on	Mobile Connections of BSNL (in Crores)
31.03.2017	10.14
31.03.2018	11.19
31.03.2019	11.57
31.08.2019	11.64

Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including BSNL against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs).

As per PMR issued by TRAI for the quarter ending March 2019, BSNL is meeting all the benchmarks for Basic (Wireline) and Broadband Services. For Cellular Mobile Telephone Service, BSNL is meeting the benchmark for all the parameters in all of its Licensed Service Areas (LSAs) except for the parameter "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 $\leq$ 3%)" in West Bengal service area only.

(c) BSNL has informed that it has planned and set up large number of Wi-Fi Hotspots/Access points on pan-India basis including rural areas for providing internet/broadband services. BSNL has also started its 4G services (having capability of high-speed internet) in some circles. As on 31.05.2019, total 5921 4G Base Transceiver Stations (BTSs) of BSNL are working. State wise details of 4G BTSs and public Wi-Fi Hotspots of BSNL is at **Annexure.**

Annexure

Annexure referred to in Part (c) of the Rajya Sabha Unstarred Question No. †490 for Answer on 21.11.2019.

Details of Public W-Fi Hotspots and 4G BTSs of BSNL

S. No.	State/Circle	Number of Public Wi-Fi Hotspots	Number of 4G BTSs
1	Andhra Pradesh	1492	259
2	Assam	433	20
3	Bihar	746	166
4	Chhattisgarh	309	226
5	Gujarat	1535	844
6	Haryana	773	170
7	Himachal Pradesh	665	74
8	Jharkhand	174	0
9	Jammu and Kashmir	197	105
10	Karnataka	2027	261
11	Kerala	1062	705
12	Madhya Pradesh	1664	91
13	Maharashtra (including Goa)	3472	1092
14	North East	194	192
15	Odisha	748	160
16	Punjab	1187	362
17	Rajasthan	1257	0
18	Tamil Nadu	1278	337
19	Telangana	901	282
20	Uttar Pradesh	1890	519
21	Uttarakhand	280	56
22	West Bengal	844	0
	Total	**23128**	**5921**

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