GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO.5184
TO BE ANSWERED ON 5TH APRIL, 2017

SERVICE OFFERED BY BSNL AND MTNL

5184. SHRI ANANDRAO ADSUL:
DR. SHRIKANT EKNATH SHINDE:
SHRI BHEEMRAO B. PATIL:
SHRI GOPAL SHETTY:
SHRI RAHUL SHEWALE:
SHRI DHARMENDRA YADAV:
SHRI J.C. DIVAKAR REDDY:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   the mobile service quality and infrastructure of BSNL and MTNL in comparison to their private Telecom Service Providers (TSPs);

(b)   whether BSNL and MTNL have failed to attract customers as compared to their private TSPs particularly in the urban areas and if so, the details thereof and the reasons therefor along with the steps taken by the Government in this regard;

(c)   whether the Government proposes to restructure/revamp/merge the aforementioned Telecom PSUs to make them competitive and profitable and if so, the details thereof and the action taken/being taken by the Government in this regard along with the time by which the said proposal is likely to be implemented; and

(d)   whether three lakh employees of BSNL and MTNL reportedly lack required skills and if so, the details and the financial implications thereof and the steps taken by the Government in this regard?

ANSWER

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

(a)   Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers, including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service (QoS) Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers.

As per TRAI, Performance Monitoring Report(PMR):

i)   for the quarter ending December 2016, for 2G services, M/s MTNL is meeting all the parameters except the parameter %age requests for Termination / Closure of service complied within 7 days (benchmark 100% within 7 days). As regards M/s BSNL, the service provider is meeting the benchmarks for all the parameters, except for the parameters, Worst affected cells having more than 3% TCH drop (benchmark $\leq$ 3%) in West Bengal Service area only. Whereas M/s Aircel is not meeting the various parameters in 27 license areas, M/s Reliance Communications in GSM Services in 25 Service areas and M/s Airtel in 15 Service areas.

ii)   for the quarter ending December 2016, for 3G services, M/s MTNL is meeting the benchmark for all the parameters except the parameter Point of Interconnection (POI) congestion (benchmark $\leq$0.5%). As regards M/s BSNL, the service provider is meeting the benchmarks for all the parameters, except for the parameters, Worst affected cells having more than 3% TCH (Traffic Channels) drop (benchmark $\leq$ 3%) in West Bengal Service area and Worst Affected Node B's due to downtime(%age) (benchmark $\leq$ 2%) in Kolkata service area. Whereas M/s Aircel is not meeting the benchmark for various parameters in 14 license areas.

As per TRAI, the infrastructure regarding number of Base Transceiver Stations (BTSs) (CDMA,2G) and Node Bs(3G) of BSNL and MTNL in comparison to the private Telecom Service Providers(TSPs) is attached as **Annexure-I.**

(b)   As per TRAI the number of total subscribers and urban subscribers of BSNL and MTNL in comparison to the private Telecom Service Providers (TSPs) for the years 2015 and 2016 are at **Annexure-II.**

(c)   At present, there is no proposal for merger of BSNL and MTNL.

(d)   It is reported by BSNL and MTNL that the employees have the skills required to maintain the existing core network of landline/mobile services. Regular training is also given to employees from time to time in different areas.

Total number of BTSs (2G, 3G and CDMA) as on 31 Dec 2015 and 31 Dec 2016

CDMA BTSs		
Service provider	**As on Dec-2016**	**As on Dec-2015**
Tata	11533	12978
Sistema	8216	8214
MTNL/BSNL	9046	11303
RCL/RTL	-	20645
Quadrant	-	13

2G BTSs		
Service provider	**As on Dec-2016**	**As on Dec-2015**
Bharti	156129	148181
Idea	132305	122215
Vodafone	140025	133248
RCL/RTL	37273	37188
Aircel	50327	48831
MTNL/BSNL	84444	81139
Tata	43136	42745
Telenor	24949	24112
Quadrant	2410	2376
Videocon	-	5070

3G BTSs (Node B)		
Service provider	**As on Dec-2016**	**As on Dec-2015**
Bharti	114776	60865
Idea	62751	44901
Vodafone	66960	40298
RCL/RTL	12082	10516
Tata	13854	12471
Aircel	17238	14928
MTNL/BSNL	38020	30027

Total and Urban Wireless Subscribers as on 31.12.2015

Sr. No.	Companies	No. of Subscribers	No. of urban Subscribers	% of Urban Subscribers
1	Bharti	243289404	125,794,882	51.71%
2	Vodafone	193600085	90,864,517	46.93%
3	Idea	171912608	77,460,615	45.06%
4	Reliance	100890431	76,240,654	75.57%
5	BSNL	82507640	54,973,007	66.63%
6	Aircel	85632249	56,255,326	65.69%
7	Tata	60727856	45,089,017	74.25%
8	Telenor	50702396	35,030,290	69.09%
9	Sistema Shyam	8006814	6,280,836	78.44%
10	Videocon	6958178	5,091,754	73.18%
11	MTNL	3614439	3,614,439	100.00%
13	Quadrant	3047100	2,971,578	97.52%
	Total	**1010889200**	**579,666,915**	**57.34%**

Total and Urban Wireless Subscribers as on 31.12.2016

Sr. No.	Companies	No. of Subscribers	Urban Subscribers	%age Urban Subscribers
1	Bharti	265852605	135,277,788	50.88%
2	Vodafone	204686930	94,742,247	46.29%
3	Idea	190517876	86,162,936	45.23%
4	Reliance	86544929	65,960,195	76.21%
5	R JIO	72157644	68,033,732	94.28%
6	BSNL	96787880	65,159,641	67.32%
7	Aircel	90875553	59,198,142	65.14%
8	Tata	52977786	39,026,401	73.67%
9	Telenor	54469499	37,917,382	69.61%
10	Sistema Shyam	5877613	4,608,522	78.41%
11	MTNL	3625895	3,577,249	98.66%
12	Quadrant	2999158	2,931,721	97.75%
	Total	**1127373368**	**662,595,956**	**58.77%**

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