

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1550  
TO BE ANSWERED ON 27<sup>TH</sup> DECEMBER, 2017**

**PERFORMANCE OF BSNL AND MTNL**

†1550. SHRI VIJAY KUMAR HANSDAK:  
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SHRIMATI NEELAM SONKER:  
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SHRIMATI RAMA DEVI:  
DR. BANSHILAL MAHATO:  
SHRI RAMSINH RATHWA:  
SHRI VIKRAM USENDI:  
SHRI BADRUDDIN AJMAL:  
SHRI RAM CHARAN BOHRA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the market shares and the number of subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) has declined during the recent years in view of tough competition from private telecom service providers (TSPs) and if so, the details thereof including the market share and the number of mobile subscribers of BSNL and MTNL during each of the last three years and the current year, State/UT-wise;
- (b) whether the performance and quality of services of BSNL and MTNL has been unsatisfactory as compared to other TSPs during the recent years and if so, the details thereof, State/UT-wise and the reasons therefor and the corrective measures taken by the Government in this regard;
- (c) whether the Government has reviewed and appraised the functioning of the said public sector TSPs and if so, the details thereof including the profit earned by them during the said period, TSP-wise;
- (d) whether these public sector TSPs are reeling under heavy debt and loss and if so, the details thereof including the debts incurred by them during the said period, year-wise and TSP-wise along with the corrective measures taken by the Government in this regard;
- (e) whether the BSNL and MTNL have to recover a huge amount due to its subscribers and if so, the details thereof including the details of amount outstanding and recovered from mobile and landline subscribers separately during the said period, State/UT-wise along with the corrective steps taken by the Government in this regard; and
- (f) the details of amount outstanding on the government offices and the public representatives, State/UT-wise and the action 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) The subscriber's of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) of last three years and current year is as follows:

Status as on	Total Telephone Connections in the Country (millions)	Telephone connections (in millions) provided by		Market Share (in %age)	
		BSNL	MTNL	BSNL	MTNL*
31.03.2015	996.10	93.24	7.06	9.36	8.51
31.03.2016	1059.38	101.58	7.07	9.59	8.29
31.03.2017	1195.05	115.09	7.09	9.63	7.37
30.09.2017	1207.12	118.94	7.01	9.85	7.12

\* MTNL operates in Delhi and Mumbai area, market share is calculated for Delhi and Mumbai area only.

State/Circle wise details of number of mobile subscribers of BSNL and MTNL is at **Annexure-I.**

(b) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers, including BSNL and 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 for the service area as a whole.

As per PMR for the quarter ending September 2017, for 2G services, MTNL is meeting all the parameters except the parameter "Time taken for refund of deposits after closures (benchmark 100% within 60 days). While BSNL, is meeting the benchmarks for all the parameters, except for the parameter, Worst affected cells having more than 3% TCH drop (benchmark < 3%) in West Bengal Service area only.

As per PMR for the quarter ending September 2017, for 3G services, MTNL is meeting all the parameters, whereas BSNL, the service provider is meeting the benchmarks for all the parameters except for the parameter "Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:-CBBH" (Benchmark  $\leq 3\%$ ) in West Bengal Service area only.

The QoS parameters for various mobile service providers is at **Annexure-II.**

Even though meeting QoS benchmarks, the steps being taken by BSNL and MTNL to increase their subscriber base is detailed at **Annexure-III.**

(c) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) were earning profits since their inception until 2008-09. From 2008-09 onwards, both the PSUs are bearing losses and their financial condition has been affected due to various reasons.

On the basis of financial results, both the CPSUs (BSNL and MTNL) have been declared as "Incipient Sick" as per the guidelines of Department of Public Enterprises (DPE). A consultant has submitted its report regarding revival plan of MTNL which is under consideration. Regarding BSNL, the preparation of revival plan is under process.

(d) Details of profit(loss) incurred by BSNL and MTNL for the last three years and current financial year is as under:

Name of PSU	Loss/ Debt	2014-15	2015-16	2016-17
BSNL	Loss	(8,234)	(4,875)	(4786)
	Debt	6385	7883	3813
MTNL	Loss	(2893)	(2005)	(2970)
	Debt	12070	13398	15160

Government has taken various steps to make BSNL and MTNL viable in the background of stiff competition in the telecom sector by:

- Refund of surrendered BWA (Broadband Wireless Access) spectrum in two service areas held by MTNL and in 6 service areas held by BSNL. Under this head, Rs. 4533.97 crore has been refunded to MTNL through bonds and Rs. 6724.51 crore has been refunded to BSNL through budgetary resources.
- The pension liability of MTNL for its staff who got absorbed from DoT, has been taken over by the Government.
- Notional loan of Rs. 1411 crore to BSNL which was due to be paid to the Government was waived-off.
- Financial support of Rs. 492.26 crore has been given to MTNL on account of liability arising from levy of Minimum Alternate Tax (MAT).
- Refund of Rs. 458.04 crore to MTNL and Rs. 169.16 crore to BSNL on account of surrender of CDMA (Code Division Multiple Access) spectrum.

Government has also assigned some projects to BSNL, namely:

- 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 at estimated project cost of Rs. 1975.38 crore and implementation of Transmission-Media Plan for North Eastern Region at an estimated cost of Rs.295.97 crore on 10.9.2014.
- Implementation of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas at an estimated cost of Rs. 3567.58 crores on 4.6.2013.
- Implementation of Comprehensive Telecom Development plan for Andaman & Nicobar Islands and Lakshadweep Islands through augmentation of satellite connectivity/bandwidth at an estimated cost of Rs. 120.49 crores on 7.11.2014.
- Optical Fibre Cable based Network for Defence Services (NFS Project) has at the cost of Rs.13,334 crore.

(e) Circle wise details of amount outstanding and recovered from landline and mobile subscribers of BSNL are at **Annexure-IV** and **Annexure-V** respectively. The details of amount outstanding and received from mobile and landline subscribers of MTNL is at **Annexure-VI**.

The steps being taken by BSNL for recovery of outstanding amount are:

- 1) Payment reminders through IVRS/SMS are being issued to persuade the customers to make payment before disconnection of their telephones.
- 2) Phones are disconnected as per the schedule in case of non-payment of dues by customers.
- 3) Graded discount scheme to incentivize defaulting customers, for clearance of old outstanding dues.
- 4) Legal proceedings wherever required are initiated against the defaulters for recovery of dues.

- 5) The State Governments have been requested to amend their respective Land Revenue Acts so that the defaulted Telephone dues of BSNL can be recovered as land revenue arrears.
- 6) Circle-wise and Year-wise target for liquidation of outstanding dues are fixed to get the maximum realization.
- 7) The progress in regard to liquidation of outstanding dues is closely monitored and units are addressed periodically.
- 8) Instructions have been issued to ensure timely issue of telephone bills and to effect disconnection of telephones for non-payment promptly.
- 9) If no payment is received despite disconnection, registered notices followed by a legal notices if necessary, are sent.
- 10) Circles have also been asked to utilize the services of State Government Departments in recovery of outstanding dues.
- 11) Procedure for settlement of defaulter cases through Lok Adalats has been introduced for recovery of outstanding telephone dues in respect of permanently closed connections.
- 12) Recently Project Aishwarya was launched for an early recovery of outstanding dues from customers and Circle-wise targets were allotted to increase the cash collection.

The steps being taken by MTNL for recovery of outstanding amount are:

- 1) Notices are being issued to defaulting subscribers through registered post to clear the outstanding bills.
- 2) Automated IVRS reminders and manual reminders are issued regularly.
- 3) Intimation through SMS to the subscribers.
- 4) The disconnection of the Telephone is resorted as per Standard Operating Procedures.
- 5) Visits are made to the subscriber premises wherever necessary.
- 6) Recovery Agents have been appointed.
- 7) Recovery through Amnesty Scheme.
- 8) Recovery through LOK Adalats.
- 9) Wide publicity is given to encourage the customer to settle their old dues.
- 10) Recovery suits are filed in the court of law as per procedures.
- 11) Responsibility is being fixed wherever the SOP has not been followed.

(f) Details of outstanding amount in respect of Government offices and the public representatives (Including State, Central & Defence) are as follows:

S.No.	Name of PSU	Outstanding Amount (in Rs. Crore)
1	BSNL	73.27 (State/Circle wise details in respect of landline is at <b>Annexure VII</b> and in respect of Mobile Connections is at <b>Annexure-VIII</b> )
2	MTNL	(a) Mumbai – 10.8 (b) Delhi – 21.07 <b>Total – 31.87</b>

## State-wise number of Mobile subscribers of BSNL and MTNL

S.No.	State/Circle	As on 31.3.2015	As on 31.3.2016	As on 31.3.2017	As on 31.10.2017
<b>A</b>	<b>BSNL</b>				
1	Andaman & Nicobar	222723	351116	395900	443638
2	Andhra Pradesh	9554414	9624990	9902190	10031184
3	Assam	1165453	1249917	1443451	1507502
4	Bihar	1861252	2235582	2876158	2742327
5	Chhattisgarh	1009828	1374443	1593528	1794725
6	Gujarat	3055520	3553430	4811203	5333112
7	Haryana	2724779	3196266	3711636	4124570
8	Himachal Pradesh	1391500	1687579	2147061	2355339
9	Jammu & Kashmir	1163542	1275103	1451235	1520986
10	Jharkhand	757042	906140	1127652	1258116
11	Karnataka	6591288	6885739	6976379	7090478
12	Kerala	6284889	7453461	9017410	9978690
13	Madhya Pradesh	2044050	2899111	3503586	3754905
14	Maharashtra	5015370	5788850	6459444	6826026
15	North East-I	602728	690361	758021	755772
16	North East-II	772965	787825	757627	688077
17	Odisha	3385488	4101667	4996060	5215637
18	Punjab	3004165	3566447	4541692	5026587
19	Rajasthan	3160554	3899673	5469181	561942
20	Tamil Nadu	7174985	7177811	7515277	8133572
21	Uttarakhand	875458	982718	1284337	1405890
22	Uttar Pradesh (East)	7417209	8880615	11155587	11756341
23	Uttar Pradesh (West)	2352298	3218569	4469879	4322844
24	West Bengal	1071566	1328973	1439531	1365292
25	Kolkata	764197	775269	956040	1190711
26	Chennai	1419209	1527876	1677590	1732160
	<b>Total BSNL</b>	<b>74842472</b>	<b>85419531</b>	<b>100437655</b>	<b>105969422</b>
<b>B</b>	<b>MTNL</b>				
1	Delhi	2313943	2318460	2327203	2305008
2	Mumbai	1169523	1242396	1300117	1290260
	<b>Total MTNL</b>	<b>3423466</b>	<b>3560856</b>	<b>3627320</b>	<b>3595268</b>

## Annexure 2: Performance of QoS Parameters for Cellular Mobile 3G Service

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending June , 2017										
Service Provider	Name of the Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
		BTS and Node-B's Accumulated downtime (not available for service) (%)	Worst affected BTSs and Node-B's due to downtime (%)	Call Set-up Success Rate (within licensee's own network)	SDCH/ Paging Channel and RRC Congestion (%)	TCH and Circuit Switched RAB Congestion (%)	Call Drop and Circuit Switched Voice Drop Rate: (%)	Worst affected cells having more than 3% TCH drop (call drop) and Circuit Switched Voice Drop Rate:- CBBH	Connections with good voice quality and Circuit Switch Voice Quality (CSV quality)	Point of Interconnection (POI) Congestion
		1	2	3	4	5	6	7	8	9
	Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Andhra Pradesh	Aircel	0.11	0.05	98.87	0.58	0.16	0.34	2.66	99.80	0
	Airtel	0.16	0.33	98.41	0.01	0.00	0.33	0.02	98.82	0
	BSNL	1.03	1.40	98.67	0.67	0.53	0.47	2.00	99.70	0
	IDEA	0.04	0.06	99.85	0.07	0.07	0.19	0.75	99.72	0
Assam	Aircel	2.39	18.89	98.34	0.79	0.00	0.52	5.28	98.92	0
	Airtel	1.12	1.11	98.38	0.11	0.01	0.89	1.06	98.61	0
	BSNL	1.70	1.70	95.33	0.57	0.90	1.77	2.17	97.00	0
	RTL	0.48	1.19	99.53	0.03	0.00	0.09	0.22	99.89	0
	Vodafone	0.60	1.04	99.75	0.09	0.06	0.57	2.44	98.83	-
Bihar	Aircel	0.62	1.81	99.19	0.13	0.03	0.45	5.41	99.26	0
	Airtel	0.07	0.50	98.39	0.09	0.27	1.08	2.46	98.95	0
	BSNL	1.88	1.82	95.83	0.47	0.87	1.23	2.88	95.78	0
	IDEA	1.00	1.29	99.81	0.00	0.00	0.41	2.28	99.78	0
	RTL	0.15	0.69	99.45	0.01	0.01	0.06	0.43	99.84	0
Chennai	BSNL	0.33	1.33	98.00	0.70	0.67	1.27	1.67	97.03	0
Delhi	Airtel	0.01	0.00	99.32	0.03	0.05	0.49	2.85	98.88	0
	IDEA	0.19	0.00	99.78	0.05	0.02	0.41	2.34	98.35	0
	MTNL	0.08	0.45	97.15	0.66	1.68	1.71	1.87	96.30	0
	RCom	0.26	1.80	99.90	0.01	0.00	0.41	2.57	99.68	0
	Vodafone	0.20	1.14	99.45	0.16	0.13	0.47	2.41	98.95	-
Gujarat	Airtel	0.16	0.45	99.87	0.00	0.22	0.22	1.94	99.40	0
	BSNL	1.17	1.57	99.00	0.30	0.13	1.03	1.20	99.43	0
	IDEA	0.07	0.18	99.81	0.06	0.02	0.34	1.63	98.77	0
	Tata	0.03	0.00	99.83	0.00	0.02	0.34	2.24	99.81	0
	Vodafone	0.09	0.17	99.74	0.08	0.03	0.18	1.20	99.23	-
Haryana	Airtel	0.23	0.67	99.49	0.00	0.00	0.14	0.69	99.76	0
	BSNL	1.23	0.70	99.00	0.73	0.60	0.47	1.43	97.23	0
	IDEA	0.21	1.13	99.50	0.55	0.26	0.31	2.50	98.85	0
	Tata	0.22	0.92	99.86	0.36	0.16	0.13	1.30	99.82	0
	Vodafone	0.45	2.52	99.78	0.01	0.00	0.32	2.09	98.32	-

## Annexure (Contd.)

Himachal Pradesh	Airtel	0.13	0.16	98.87	0.00	0.00	0.69	1.02	98.74	0
	BSNL	1.00	1.40	98.33	0.40	0.60	0.77	1.67	99.60	0
	IDEA	0.30	0.24	99.56	0.14	0.08	0.86	1.77	97.82	0
	RTL	0.27	1.26	99.70	0.03	0.00	0.06	0.42	99.39	0
Jammu & Kashmir	Airtel	0.77	5.51	98.89	0.07	0.02	0.99	9.56	98.98	0
	Airtel	0.23	0.34	98.75	0.03	0.07	0.99	1.34	98.92	0
	BSNL	0.33	0.47	98.00	0.53	1.47	1.27	1.97	98.43	0
	IDEA	0.45	1.14	99.00	0.54	0.55	1.33	2.12	97.41	0
	RCom	0.45	1.82	99.97	0.03	0.01	0.04	0.28	99.71	0
Karnataka	Airtel	0.36	0.78	99.09	0.29	0.10	0.38	3.32	99.81	0
	Airtel	0.13	0.37	99.51	0.06	0.05	0.22	1.53	99.69	0
	BSNL	1.13	1.63	97.33	0.77	0.97	0.73	2.27	99.67	0
	Tata	0.10	0.12	99.62	0.51	0.10	0.16	1.06	99.12	0
	Vodafone	0.25	1.48	99.85	0.02	0.02	0.13	0.57	99.70	-
Kerala	Airtel	0.15	0.42	99.21	0.34	0.06	0.74	3.07	99.84	0
	Airtel	0.08	0.10	99.61	0.01	0.04	0.48	2.81	98.25	0
	BSNL	0.40	0.50	95.33	0.13	0.47	0.40	2.30	99.87	0
	IDEA	0.08	0.09	99.36	0.44	0.26	0.24	0.99	98.44	0
	Tata	0.05	0.00	99.79	0.00	0.01	0.15	1.45	99.83	0
Kolkata	Vodafone	0.03	0.00	99.86	0.00	0.00	0.15	0.32	99.79	-
	Airtel	0.15	0.46	99.56	0.28	0.03	0.30	2.97	98.46	0
	Airtel	0.00	0.00	99.55	0.00	0.00	0.32	1.87	99.72	0
	BSNL	1.73	1.70	96.33	0.40	0.53	1.23	2.50	99.80	0
	IDEA	0.19	0.35	99.84	0.00	0.02	0.16	0.07	99.78	0
Madhya Pradesh	RTL	0.37	1.63	99.36	0.76	0.05	0.12	0.69	99.89	0
	Vodafone	0.10	0.42	99.87	0.01	0.01	0.25	2.25	98.97	-
	Airtel	0.22	0.27	99.69	0.01	0.03	0.26	1.43	99.36	0
	BSNL	1.78	1.68	97.33	0.60	0.43	0.73	2.10	97.48	0
	IDEA	0.14	0.20	99.62	0.06	0.05	0.56	2.09	98.54	0
Maharashtra	RTL	0.28	1.62	99.83	0.06	0.00	0.05	0.24	99.90	0
	Tata	0.06	0.12	99.81	0.01	0.02	0.20	1.52	99.85	0
	Airtel	0.03	0.00	99.66	0.06	0.33	0.51	0.71	98.98	0
	BSNL	1.67	1.50	96.00	0.63	1.33	1.03	2.47	96.27	0
	IDEA	0.10	0.10	99.67	0.23	0.07	0.38	1.53	98.12	0
Mumbai	Tata	0.04	0.00	99.81	0.01	0.04	0.28	1.77	100.00	0
	Vodafone	0.20	0.51	99.75	0.18	0.11	0.25	1.75	99.01	-
	Airtel	0.10	0.00	99.63	0.02	0.03	0.49	2.36	99.93	0
	MTNL	0.81	0.95	97.38	0.47	0.19	1.56	2.17	98.84	0
	RCom	0.32	1.22	99.97	0.00	0.00	0.09	0.32	99.71	0
	Vodafone	0.33	0.00	99.81	0.00	0.00	0.38	2.63	98.83	-



Annexure (Contd.)										
North East	Aircel	5.54	37.52	97.10	0.57	0.14	1.07	12.36	98.92	0
	Airtel	1.16	1.17	97.18	0.13	0.02	1.24	1.15	98.52	0
	BSNL	1.43	1.72	97.67	0.70	1.65	1.60	2.18	97.15	0
	RTL	0.70	0.91	99.96	0.02	0.08	0.04	0.38	99.84	0
	Vodafone	0.78	1.49	99.54	0.09	0.03	1.16	2.80	98.84	-
Orissa	Airtel	0.50	1.60	99.39	0.03	0.03	0.81	7.14	98.96	0
	Airtel	0.08	0.06	98.92	0.05	0.18	0.56	1.49	99.30	0
	BSNL	1.27	1.90	96.33	0.83	1.83	1.90	2.53	97.67	0
	RTL	0.13	0.91	99.89	0.03	0.00	0.09	1.13	99.89	0
	Vodafone	0.09	0.05	99.87	0.01	0.02	0.45	2.80	99.48	-
Punjab	Aircel	0.28	1.39	99.29	0.10	0.00	0.36	3.05	99.15	0
	Airtel	0.45	5.18	99.27	0.24	0.58	0.20	1.28	99.76	0
	BSNL	0.60	1.40	99.67	0.23	0.23	0.07	2.00	98.73	0
	IDEA	0.18	0.91	99.83	0.08	0.05	0.19	1.06	99.70	0
	RCom	0.31	1.56	99.98	0.00	0.00	0.03	0.27	99.77	0
	Tata	0.23	1.67	99.66	0.26	0.11	0.12	0.90	99.14	0
Rajasthan	Airtel	0.14	0.18	99.25	0.02	0.02	0.50	0.82	98.91	0
	BSNL	1.63	1.73	100.00	0.67	0.43	0.97	2.27	96.93	0
	IDEA	0.12	0.48	99.85	0.00	0.00	0.18	2.21	99.82	0
	RCom	0.39	1.69	99.79	0.01	0.01	0.07	0.40	99.57	0
	Tata	0.00	0.00	100.00	0.00	0.00	0.00	0.00	100.00	0
	Vodafone	0.24	0.88	99.87	0.01	0.01	0.31	2.67	98.88	-
Tamil Nadu	Airtel	0.21	0.80	98.73	0.30	0.05	0.49	5.80	98.80	0
	Airtel	0.09	0.17	99.81	0.03	0.05	0.21	1.75	99.58	0
	BSNL	0.53	1.90	98.67	0.00	0.53	0.27	1.00	99.67	0
	Vodafone	0.10	0.17	99.64	0.11	0.05	0.29	2.14	99.11	-
UP West	Airtel	1.65	1.76	99.27	0.04	0.00	0.58	1.21	98.87	0
	BSNL	1.47	1.02	98.67	0.77	0.73	0.55	2.50	96.53	0
	IDEA	0.32	0.71	98.52	0.95	0.83	0.25	1.91	98.84	0
	Tata	0.09	0.00	99.58	0.29	0.12	0.16	1.61	99.14	0
	Vodafone	0.30	0.79	99.83	0.06	0.07	0.38	2.93	98.85	-
UP-East	Airtel	0.30	0.79	99.83	0.06	0.07	0.38	2.93	98.85	-
	Aircel	0.11	0.39	99.65	0.00	0.00	0.29	2.70	99.58	0
	Airtel	0.51	1.74	99.73	0.23	0.27	0.34	2.51	99.66	0
	BSNL	1.47	1.10	97.67	0.80	0.60	1.43	2.67	96.50	0
	IDEA	0.33	1.22	99.85	0.69	0.06	0.63	2.51	98.75	0
West Bengal	Vodafone	0.42	1.94	99.74	0.04	0.02	0.34	2.06	99.05	-
	Aircel	0.39	1.46	98.83	0.18	0.31	0.29	4.00	98.43	0
	Airtel	0.71	0.12	98.97	0.05	0.13	0.58	1.87	99.05	0
	BSNL	0.23	0.48	97.17	0.57	0.93	0.78	6.27	95.50	0
	RTL	0.43	1.75	98.41	0.01	0.03	0.17	0.72	99.85	0
	Vodafone	0.12	0.14	99.50	0.13	0.06	0.35	2.33	98.57	-



## Performance of QoS Parameters for Cellular Mobile 2G Service

Performance Monitoring Report on Quality of Service of Cellular Mobile Service Providers for quarter ending, June, 2017																			
Name of Service Area	Name of Service Provider	Network Related Parameters								Customer Service Quality Parameters									
		Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI	Metering and billing				Response time to the customer for assistance		Termination / closure of service		
		BTs Accumulated downtime (not available for service) (%age)	Worst affected BTs due to downtime (%age)	Call Set-up Success Rate (within licensee's own network)	SDCCH/ Paging Chl. Congestion (%age)	TCH Congestion (%age)	Call Drop Rate (%age)	Worst affected cells having more than 3% TCH drop (call drop) rate (%age)	Connection with good voice quality	Point of Interconnection (POI) Congestion (No. of POIs not meeting the benchmark) (Averaged over a period of quarter )	Metering and billing credibility- postpaid	Metering and billing credibility - pre paid	Resolution of billing/charging complaints	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Accessibility of call centre/ customer care	Percentage of calls answered by the operators (voice to voice) within 90 seconds	%age requests for Termination / Closure of service complied within 7 days	Time taken for refund of deposits after closures	
		≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%	≤ 0.1%	≤ 0.1%	98% within 4 weeks	100% within 6 weeks	within 1 week of resolution of complaint	≥ 95%	≥ 95%	100% within 7 days	100% within 60 days
Andhra Pradesh	Aircel	0.09	0.02	99.50	0.05	0.14	0.39	1.98	97.79	0	0.00	0.00	100.00	100.00	100.00	96.82	98.04	100.00	100.00
	AIRTEL	0.14	0.08	98.30	0.86	0.88	0.90	0.02	97.14	0	0.04	0.09	100.00	100.00	100.00	99.94	88.40	100.00	100.00
	BSNL	1.54	1.70	97.95	0.60	1.03	0.60	2.44	98.00	0	0.00	0.00	100.00	100.00	100.00	97.00	98.00	100.00	100.00
	IDEA	0.07	0.07	99.16	0.82	0.73	0.78	2.74	97.09	0	0.08	0.01	99.86	100.00	100.00	98.57	98.53	100.00	100.00
	RCOM GSM	0.35	1.70	99.70	0.03	0.21	0.15	0.71	99.45	0	0.09	0.05	100.00	100.00	100.00	98.39	97.27	100.00	68.38
	TELENOR	0.08	0.06	99.73	0.09	0.01	0.55	1.24	98.79	0	NA	0.00	100.00	100.00	NA	99.57	99.80	NA	NA
	TTSL CDMA	0.07	0.19	99.31	0.00	0.14	0.10	0.86	98.25	0	0.00	0.00	100.00	100.00	100.00	100.00	98.82	100.00	100.00
	TTSL GSM	0.05	0.05	99.41	0.03	0.02	0.40	2.93	98.21	0	0.00	0.00	100.00	100.00	100.00	97.81	97.50	100.00	100.00
	VODAFONE	0.07	0.26	99.83	0.07	0.17	0.38	2.81	99.25	0	0.09	0.05	100.00	100.00	100.00	100.00	99.00	100.00	100.00
Assam	BSNL	1.99	1.96	98.13	0.83	1.87	1.91	2.99	97.00	0	0.01	0.00	100.00	100.00	100.00	97.00	98.17	100.00	100.00
	AIRTEL	0.70	1.15	95.29	0.65	1.27	1.21	1.36	99.46	0	0.01	0.12	100.00	100.00	100.00	99.23	79.25	100.00	100.00
	IDEA	1.61	1.58	96.00	0.49	1.28	0.48	2.14	95.48	0	0.04	0.06	100.00	100.00	100.00	95.23	95.71	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.06	100.00	100.00	100.00	98.22	98.32	100.00	55.70
	Aircel	1.92	15.04	88.37	1.51	8.95	1.91	16.47	92.67	0	0.00	0.00	100.00	100.00	100.00	92.75	97.03	100.00	100.00
	VODAFONE	0.50	1.05	98.49	0.58	1.51	0.74	2.50	97.64	0	0.04	0.10	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Bihar	AIRTEL	0.09	0.36	96.02	0.71	1.42	1.57	2.61	96.22	0	0.01	0.03	100.00	100.00	100.00	99.97	94.44	100.00	100.00
	IDEA	0.98	1.73	96.23	0.81	1.74	1.04	2.67	96.36	0	0.02	0.01	100.00	100.00	100.00	97.67	95.82	100.00	100.00
	TELENOR	0.05	0.00	98.70	0.46	0.98	0.92	2.99	97.64	0	NA	0.00	100.00	100.00	NA	99.71	99.60	NA	NA
	Aircel	0.41	1.75	95.22	0.61	4.10	1.26	6.63	95.78	0	0.00	0.00	100.00	100.00	100.00	95.67	99.05	100.00	100.00
	TTSL GSM	0.26	0.31	98.87	0.26	0.21	0.42	2.37	97.99	0	0.00	0.00	100.00	100.00	100.00	97.96	97.22	100.00	100.00
	TTSL CDMA	0.23	0.00	98.16	0.00	0.30	0.18	1.04	98.26	0	0.01	0.00	100.00	100.00	100.00	100.00	98.63	100.00	100.00
	VODAFONE	0.50	1.83	99.20	0.22	0.80	0.85	2.83	98.30	0	0.00	0.09	100.00	100.00	100.00	100.00	97.02	100.00	100.00
	BSNL	1.93	1.93	96.67	0.41	0.36	1.45	2.50	97.13	0	0.00	0.00	100.00	100.00	100.00	99.00	98.45	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.09	100.00	100.00	100.00	97.89	94.89	100.00	46.49
Chennai	BSNL	0.38	1.28	98.30	0.38	1.70	0.70	1.20	97.74	0	0.04	0.00	99.00	100.00	100.00	100.00	95.10	100.00	100.00

## Annexure (Contd.)

Delhi	Aircel	0.24	0.95	98.36	0.09	0.34	0.65	4.19	97.36	0	0.00	0.00	100.00	100.00	100.00	98.36	98.66	98.81	100.00
	MTNL	0.10	0.15	97.37	0.25	1.77	1.81	2.55	97.74	0	0.03	0.00	100.00	100.00	100.00	98.33	99.90	100.00	100.00
	MTS	0.03	0.00	99.07	0.00	0.02	0.30	2.72	99.16	0	0.01	0.02	100.00	100.00	100.00	96.43	96.19	100.00	100.00
	RCOM GSM	0.23	1.52	99.65	0.04	0.27	0.19	0.53	98.79	0	0.09	0.09	100.00	100.00	100.00	99.01	98.49	100.00	67.97
	TTSL CDMA	0.08	0.61	99.43	0.00	0.07	0.29	1.84	99.19	0	0.00	0.00	100.00	100.00	100.00	98.72	95.18	100.00	100.00
	VODAFONE	0.19	1.01	98.87	0.26	1.13	0.99	2.53	98.13	0	0.08	0.04	99.97	100.00	100.00	100.00	73.87	98.94	100.00
	AIRTEL	0.02	0.00	99.33	0.06	0.08	0.72	1.56	99.31	0	0.03	0.15	99.98	100.00	100.00	100.00	94.50	100.00	100.00
	IDEA	0.13	0.00	98.87	0.25	0.38	0.77	2.72	98.79	0	0.14	0.06	100.00	100.00	100.00	98.91	97.81	99.64	100.00
Gujarat	BSNL	1.76	1.05	97.16	0.07	0.35	0.28	1.08	100.00	0	0.01	0.00	100.00	100.00	100.00	98.00	96.73	100.00	100.00
	AIRTEL	0.16	0.39	98.82	0.16	0.90	0.75	2.40	97.34	0	0.01	0.04	100.00	100.00	100.00	100.00	91.20	100.00	100.00
	IDEA	0.07	0.14	98.80	0.38	0.79	0.73	2.46	97.05	0	0.07	0.03	99.96	99.99	99.94	97.01	96.99	99.96	99.98
	TELENOR	0.12	0.25	99.27	0.07	0.05	0.69	1.71	98.46	0	NA	0.00	100.00	100.00	100.00	NA	99.67	98.70	NA
	Aircel	0.05	0.00	99.45	0.03	0.00	0.30	2.28	97.56	0	0.00	0.00	100.00	100.00	100.00	96.97	98.96	100.00	100.00
	MTS	0.02	0.00	99.79	0.00	0.00	0.14	1.54	99.22	0	0.02	0.01	100.00	100.00	100.00	98.19	96.38	100.00	100.00
	RCOM GSM	0.19	1.62	99.98	0.01	0.08	0.10	0.42	99.07	0	0.09	0.09	100.00	100.00	100.00	98.86	98.52	100.00	72.24
	TTSL GSM	0.05	0.00	99.30	0.03	0.07	0.24	1.19	99.05	0	0.00	0.00	100.00	100.00	100.00	97.96	93.64	100.00	100.00
	TTSL CDMA	0.02	0.00	98.79	0.00	0.11	0.27	1.87	99.38	0	0.02	0.00	100.00	100.00	100.00	100.00	96.32	100.00	100.00
	VODAFONE	0.04	0.20	99.46	0.16	0.54	0.70	1.71	97.65	0	0.09	0.01	100.00	100.00	100.00	100.00	95.43	100.00	100.00
Haryana	Aircel	0.77	0.00	99.66	0.02	0.00	0.00	0.00	100.00	0	0.00	0.00	100.00	100.00	100.00	98.83	98.39	100.00	100.00
	AIRTEL	0.23	0.64	99.57	0.21	0.18	0.68	0.21	99.11	0	0.04	0.08	100.00	100.00	100.00	100.00	95.83	100.00	100.00
	BSNL	0.98	0.60	99.10	0.29	0.42	1.28	1.45	97.30	0	0.02	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	IDEA	0.16	1.39	98.13	0.36	0.86	0.63	2.18	98.11	0	0.10	0.03	99.98	100.00	100.00	99.13	98.34	100.00	100.00
	RCOM GSM	0.17	1.32	99.73	0.06	0.06	0.10	0.74	99.51	0	0.09	0.06	100.00	100.00	100.00	99.08	98.35	100.00	58.99
	TTSL GSM	0.35	0.98	99.09	0.02	0.12	0.45	2.24	97.59	0	0.00	0.00	100.00	100.00	100.00	98.15	96.20	100.00	100.00
	TTSL CDMA	0.40	0.00	97.38	0.00	0.07	0.29	2.73	95.91	0	0.00	0.00	100.00	100.00	100.00	100.00	98.10	100.00	100.00
	VODAFONE	0.40	2.13	99.60	0.24	0.42	0.61	2.34	97.48	0	0.09	0.02	100.00	100.00	100.00	99.99	96.30	100.00	100.00
Himachal Pradesh	Aircel	0.15	0.14	99.56	0.10	0.28	0.98	8.72	96.44	0	0.00	0.00	100.00	100.00	100.00	98.44	97.02	100.00	100.00
	RTL	0.21	1.85	97.15	0.15	0.29	0.44	2.28	97.31	0	0.07	0.09	100.00	100.00	100.00	96.07	98.50	100.00	36.60
	TTSL GSM	0.00	0.00	100.00	0.00	0.00	0.10	0.44	97.24	0	0.00	0.00	100.00	100.00	100.00	98.03	99.65	100.00	100.00
	TTSL CDMA	0.04	0.00	96.98	0.00	0.29	0.03	0.69	97.60	0	0.00	0.00	100.00	100.00	100.00	100.00	99.79	100.00	100.00
	VODAFONE	0.13	0.00	99.97	0.01	0.03	0.61	2.26	97.70	0	0.03	0.04	100.00	100.00	100.00	100.00	98.88	100.00	100.00
	AIRTEL	0.04	0.16	99.48	0.12	0.05	0.45	0.27	98.81	0	0.02	0.05	100.00	100.00	100.00	100.00	95.87	100.00	100.00
	BSNL	1.89	1.91	98.64	0.95	1.36	1.98	2.70	95.02	0	0.01	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	IDEA	0.26	0.78	99.41	0.05	0.08	1.28	2.28	97.04	0	0.03	0.01	100.00	100.00	100.00	98.71	98.52	100.00	100.00
Jammu & Kashmir	AIRTEL	0.20	0.28	98.37	0.19	1.00	0.73	0.56	98.26	0	0.02	0.26	100.00	100.00	100.00	99.78	93.93	100.00	100.00
	IDEA	0.44	1.47	98.84	0.10	0.70	1.20	1.97	95.60	0	0.01	0.03	100.00	100.00	100.00	97.01	98.64	100.00	100.00
	Aircel	0.70	3.67	97.33	0.47	1.92	1.10	8.09	95.14	0	0.00	0.00	100.00	100.00	100.00	97.64	88.08	100.00	100.00
	RCOM GSM	0.11	0.86	99.42	0.12	0.07	0.13	0.60	99.22	0	0.09	0.09	100.00	100.00	100.00	98.82	95.64	100.00	63.76
	VODAFONE	0.12	0.16	99.75	0.08	0.25	0.60	2.65	98.71	1	0.01	0.18	100.00	100.00	100.00	100.00	98.18	100.00	100.00
	BSNL	1.63	0.82	98.91	0.50	1.09	0.70	2.04	96.78	0	0.02	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

## Annexure (Contd.)

Karnataka	Aircel	0.31	1.02	99.22	0.04	0.14	0.51	2.61	97.95	0	0.00	0.00	100.00	100.00	100.00	96.46	95.93	96.57	100.00
	AIRTEL	0.19	0.49	98.86	0.22	0.25	0.49	1.39	96.84	0	0.02	0.09	100.00	100.00	100.00	99.97	92.14	100.00	100.00
	BSNL	1.40	1.76	98.61	0.25	0.74	0.72	1.95	97.12	0	0.05	0.00	99.75	100.00	100.00	99.00	96.71	100.00	100.00
	IDEA	0.11	0.21	99.34	0.30	0.18	0.51	1.94	97.05	0	0.10	0.02	100.00	100.00	100.00	99.86	97.29	100.00	100.00
	MTS	0.33	0.00	99.49	0.00	0.03	0.43	2.84	99.20	0	0.01	0.00	100.00	100.00	100.00	99.60	95.61	100.00	100.00
	RCOM GSM	0.40	1.52	99.85	0.03	0.20	0.08	0.50	99.53	0	0.09	0.03	100.00	100.00	100.00	98.82	97.69	100.00	69.27
	TTSL GSM	0.10	0.11	98.99	0.03	0.03	0.40	2.06	98.01	0	0.00	0.00	100.00	100.00	100.00	98.23	92.55	100.00	100.00
	TTSL CDMA	0.16	0.73	98.20	0.00	0.04	0.18	1.40	98.83	0	0.01	0.00	100.00	100.00	100.00	100.00	98.91	100.00	100.00
Kerala	VODAFONE	0.29	1.22	99.92	0.14	0.08	0.41	2.60	99.01	0	0.04	0.05	99.96	100.00	100.00	100.00	86.01	100.00	100.00
	Aircel	0.14	0.36	99.79	0.02	0.04	0.44	3.60	98.11	0	0.00	0.00	100.00	100.00	100.00	97.46	98.23	100.00	100.00
	AIRTEL	0.07	0.06	99.16	0.12	0.50	0.74	2.96	97.84	0	0.01	0.08	100.00	100.00	100.00	99.99	85.55	100.00	100.00
	MTS	0.07	0.00	99.31	0.00	0.00	0.20	2.64	99.17	0	0.03	0.00	100.00	100.00	100.00	99.00	97.43	100.00	100.00
	RCOM GSM	0.45	2.68	98.59	0.02	0.31	0.07	0.91	99.57	0	0.09	0.03	100.00	100.00	100.00	98.86	97.56	100.00	75.27
	TTSL GSM	0.06	0.00	99.77	0.01	0.02	0.28	2.35	99.20	0	0.00	0.00	100.00	100.00	100.00	97.84	94.75	100.00	100.00
	TTSL CDMA	0.03	0.00	98.95	0.00	0.00	0.24	1.27	99.13	0	0.00	0.00	100.00	100.00	100.00	100.00	97.62	100.00	100.00
	VODAFONE	0.04	0.00	99.93	0.03	0.04	0.38	1.26	98.18	0	0.09	0.06	100.00	100.00	100.00	100.00	98.42	100.00	100.00
Kolkata	BSNL	0.43	0.62	99.06	0.22	0.94	0.61	0.78	99.85	0	0.03	0.01	100.00	100.00	100.00	98.00	97.46	100.00	100.00
	IDEA	0.14	0.52	99.62	0.13	0.35	0.57	1.61	96.80	0	0.09	0.06	99.84	100.00	100.00	97.68	98.20	100.00	100.00
	AIRTEL	0.01	0.00	99.70	0.05	0.04	0.67	2.38	97.94	0	0.02	0.06	100.00	100.00	100.00	99.88	93.15	100.00	100.00
	IDEA	0.29	0.52	99.74	0.06	0.06	0.32	0.13	97.99	0	0.06	0.03	100.00	100.00	100.00	98.25	98.58	100.00	100.00
	BSNL	1.85	1.87	98.68	0.79	1.63	1.85	2.75	98.93	0	0.02	0.01	100.00	100.00	100.00	96.00	95.97	100.00	100.00
	Aircel	0.17	0.53	98.37	0.16	0.10	0.61	2.38	98.11	0	0.00	0.00	100.00	100.00	100.00	97.79	97.27	100.00	100.00
	MTS	0.09	0.00	99.89	0.00	0.00	0.43	2.78	99.56	0	0.08	0.03	100.00	100.00	100.00	99.86	96.89	100.00	100.00
	RTL	0.58	1.80	96.98	0.25	0.65	0.12	0.52	99.08	0	0.09	0.09	100.00	100.00	100.00	99.50	93.67	100.00	65.73
Madhya Pradesh	TTSL GSM	0.14	0.23	99.54	0.04	0.01	0.27	0.75	98.93	0	0.00	0.00	100.00	100.00	100.00	98.57	96.95	100.00	100.00
	TTSL CDMA	0.10	0.17	99.37	0.00	0.14	0.23	2.85	99.76	0	0.00	0.00	100.00	100.00	100.00	100.00	96.41	100.00	100.00
	VODAFONE	0.09	0.41	99.53	0.06	0.47	0.75	2.76	98.01	0	0.07	0.07	100.00	100.00	100.00	100.00	97.79	100.00	100.00
	Aircel	0.51	0.00	97.79	0.08	0.00	0.93	0.81	99.22	0	0.00	0.00	100.00	100.00	100.00	95.34	99.67	100.00	100.00
	AIRTEL	0.16	0.19	98.70	0.17	1.66	0.81	1.61	97.21	0	0.02	0.04	100.00	100.00	100.00	99.99	98.01	100.00	100.00
	BSNL	1.76	1.80	97.33	0.51	1.05	1.18	1.79	97.85	0	0.01	0.03	100.00	100.00	100.00	98.50	99.73	100.00	100.00
	IDEA	0.14	0.33	96.02	0.57	1.09	0.69	1.84	98.04	0	0.08	0.01	100.00	100.00	100.00	98.35	98.85	99.99	100.00
	TTSL GSM	0.07	0.13	99.48	0.03	0.04	0.31	1.25	99.40	0	0.00	0.00	100.00	100.00	100.00	97.55	96.32	100.00	100.00
Maharashtra	TTSL CDMA	0.10	0.00	98.38	0.00	0.00	0.21	2.32	99.25	0	0.00	0.00	100.00	100.00	100.00	100.00	98.01	100.00	100.00
	VODAFONE	0.09	0.28	99.65	0.09	0.35	0.51	2.83	99.03	0	0.03	0.04	100.00	100.00	100.00	100.00	98.55	100.00	100.00
	RTL	0.38	1.55	97.64	0.07	0.54	0.16	0.49	99.02	0	0.09	0.09	100.00	100.00	100.00	98.73	99.37	100.00	56.04
	Aircel	0.12	0.30	99.31	0.02	0.06	0.47	2.61	97.05	0	0.00	0.00	100.00	100.00	100.00	98.24	98.38	100.00	45.00
	AIRTEL	0.03	0.00	98.39	0.14	0.86	0.77	1.61	96.95	0	0.01	0.04	99.98	100.00	100.00	99.96	97.07	100.00	100.00
	BSNL	1.88	1.91	95.66	0.37	1.69	1.05	2.77	96.28	0	0.00	0.01	100.00	100.00	100.00	100.00	99.46	100.00	100.00
	IDEA	0.09	0.12	97.91	0.60	1.23	0.68	2.33	98.65	0	0.07	0.03	100.00	100.00	100.00	99.98	99.80	95.07	100.00
	RCOM GSM	0.33	1.66	99.58	0.09	0.36	0.14	0.58	99.09	0	0.09	0.08	100.00	100.00	100.00	99.22	97.08	100.00	70.45
Maharashtra	TELENOR	0.20	0.93	99.19	0.09	0.10	0.71	2.78	98.28	0	NA	0.00	100.00	100.00	NA	99.51	98.79	NA	NA
	TTML CDMA	0.04	0.00	98.54	0.00	1.10	0.45	2.15	99.92	0	0.00	0.00	100.00	100.00	100.00	100.00	97.10	100.00	100.00
	TTML GSM	0.05	0.00	99.67	0.04	0.06	0.31	1.33	98.23	0	0.00	0.00	100.00	100.00	100.00	96.84	94.94	100.00	100.00
	VODAFONE	0.15	0.53	99.09	0.30	0.91	0.69	2.34	97.56	0	0.06	0.07	100.00	100.00	100.00	99.93	97.35	100.00	100.00



## Annexure (Contd.)

Mumbai	Aircel	0.12	0.25	98.24	0.05	0.24	0.77	3.94	97.67	0	0.00	0.00	100.00	100.00	100.00	98.85	96.96	94.92	100.00
	AIRTEL	0.15	0.00	98.89	0.09	0.03	0.91	2.00	97.71	0	0.01	0.11	100.00	100.00	100.00	99.94	96.38	100.00	100.00
	IDEA	0.10	0.03	98.81	0.43	0.87	1.00	1.71	96.89	0	0.04	0.02	99.97	99.97	100.00	97.07	94.80	100.00	100.00
	MTNL	0.80	1.26	98.24	0.53	0.15	1.62	2.21	96.73	0	0.05	0.00	99.42	100.00	100.00	100.00	97.50	100.00	100.00
	RCOM GSM	0.22	1.52	98.68	0.12	0.51	0.17	0.45	99.17	0	0.09	0.09	100.00	100.00	100.00	98.77	95.68	100.00	66.04
	TTML CDMA	0.04	0.00	99.24	0.00	0.02	0.32	2.03	99.15	0	0.00	0.00	100.00	100.00	100.00	100.00	98.91	100.00	100.00
	TTML GSM	0.21	0.00	99.67	0.01	0.01	0.31	1.12	98.57	0	0.00	0.00	100.00	100.00	100.00	98.35	95.49	100.00	100.00
	VODAFONE	0.25	0.00	98.96	0.06	1.04	1.02	2.71	98.01	0	0.08	0.04	99.99	100.00	100.00	99.96	88.03	100.00	100.00
North East	Aircel	5.75	41.45	96.58	0.62	2.02	1.92	17.82	94.01	0	0.00	0.00	100.00	100.00	100.00	95.94	97.80	100.00	100.00
	AIRTEL	1.10	1.27	95.23	0.85	1.16	0.79	1.19	99.50	0	0.01	0.12	100.00	100.00	100.00	100.00	96.34	100.00	100.00
	BSNL	1.76	1.79	97.61	0.79	1.66	1.63	2.36	97.15	0	0.03	0.03	100.00	100.00	100.00	97.50	97.84	100.00	100.00
	IDEA	1.81	1.45	97.48	0.15	0.85	0.34	2.26	96.26	0	0.03	0.07	100.00	100.00	100.00	100.00	96.07	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.06	0.04	100.00	100.00	100.00	99.38	98.25	100.00	58.02
	VODAFONE	1.01	1.81	98.05	0.94	1.95	1.30	2.75	97.78	0	0.04	0.14	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	Aircel	0.38	1.56	97.54	0.44	1.95	1.01	3.71	96.43	0	0.00	0.00	100.00	100.00	100.00	96.33	99.76	100.00	100.00
Orissa	AIRTEL	0.10	0.08	95.29	0.86	1.84	1.48	1.59	96.07	0	0.01	0.03	100.00	100.00	100.00	99.19	95.14	100.00	100.00
	BSNL	1.24	1.91	98.81	0.84	1.19	1.91	2.79	97.73	0	0.03	0.01	100.00	100.00	100.00	97.00	97.67	100.00	100.00
	IDEA	0.38	1.41	99.43	0.08	0.16	0.22	0.56	96.21	0	0.02	0.04	100.00	100.00	100.00	97.44	99.17	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.09	0.09	100.00	100.00	100.00	98.78	95.69	100.00	45.69
	TTSL GSM	0.04	0.00	99.56	0.18	0.13	0.29	1.08	98.32	0	0.00	0.00	100.00	100.00	100.00	97.70	95.35	100.00	100.00
	TTSL CDMA	0.11	0.00	98.66	0.00	0.02	0.29	1.13	98.24	0	0.00	0.00	100.00	100.00	100.00	100.00	96.42	100.00	100.00
	VODAFONE	0.16	0.40	99.19	0.32	0.81	0.71	1.60	98.11	0	0.03	0.07	100.00	100.00	100.00	99.98	92.89	100.00	100.00
	Aircel	0.20	0.20	98.54	0.02	0.09	0.51	2.16	98.23	0	0.00	0.00	100.00	100.00	100.00	97.54	97.76	100.00	100.00
Punjab	AIRTEL	0.39	4.66	99.67	0.10	0.08	0.36	0.89	98.96	0	0.02	0.10	100.00	100.00	100.00	100.00	97.22	100.00	100.00
	BSNL	0.79	1.79	97.84	0.59	0.59	1.33	1.12	97.00	0	0.01	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	IDEA	0.28	2.22	99.18	0.17	0.10	0.28	0.49	98.69	0	0.07	0.04	100.00	100.00	100.00	99.90	97.53	100.00	100.00
	RCOM GSM	0.14	1.10	99.60	0.05	0.04	0.09	0.74	99.41	0	0.09	0.09	100.00	100.00	100.00	99.11	98.15	100.00	65.25
	TTSL CDMA	0.13	0.18	98.57	0.00	0.10	0.18	3.04	99.71	0	0.00	0.00	100.00	100.00	100.00	100.00	98.95	100.00	100.00
	TTSL GSM	0.23	1.98	99.15	0.02	0.07	0.36	1.72	97.82	0	0.00	0.00	100.00	100.00	100.00	98.11	96.07	100.00	100.00
	VODAFONE	0.51	6.22	99.67	0.49	0.33	0.57	2.84	98.09	0	0.04	0.03	100.00	100.00	100.00	100.00	95.73	100.00	100.00
	AIRTEL	0.18	0.38	95.71	0.89	1.27	0.69	1.25	98.85	0	0.01	0.03	100.00	100.00	100.00	99.95	96.85	100.00	100.00
Rajasthan	Aircel	0.08	0.10	98.04	0.11	0.41	0.59	2.27	97.28	0	0.00	0.00	100.00	100.00	100.00	98.40	97.48	100.00	100.00
	BSNL	1.32	1.25	98.85	0.65	1.10	1.08	2.50	97.67	0	0.03	0.02	99.80	100.00	100.00	96.00	98.90	100.00	100.00
	IDEA	0.11	0.12	99.40	0.29	0.39	0.40	1.06	97.57	0	0.05	0.03	100.00	100.00	100.00	98.98	96.50	99.84	100.00
	MTS	0.41	0.00	99.06	0.00	0.04	0.45	2.47	99.19	0	0.02	0.01	100.00	100.00	100.00	99.91	96.07	100.00	100.00
	RCOM GSM	0.29	1.60	98.73	0.16	0.24	0.19	1.45	99.24	0	0.09	0.09	100.00	100.00	100.00	98.38	99.05	100.00	66.14
	TTSL CDMA	0.00	0.00	98.87	0.00	0.18	0.31	2.42	99.14	0	0.00	0.00	100.00	100.00	100.00	100.00	99.67	100.00	100.00
	TTSL GSM	0.00	0.00	99.53	0.03	0.07	0.22	1.38	99.41	0	0.00	0.00	100.00	100.00	100.00	96.57	98.68	100.00	100.00
	VODAFONE	0.11	0.32	99.37	0.23	0.63	0.63	2.62	96.81	0	0.07	0.22	98.85	100.00	100.00	100.00	97.28	100.00	100.00

## Annexure (Contd.)

Tamil Nadu	Aircel	0.19	0.81	98.70	0.51	1.00	0.81	4.01	95.64	0	0.00	0.00	100.00	100.00	100.00	97.38	98.63	99.77	100.00
	BSNL	0.83	1.87	98.73	0.29	0.65	1.01	2.25	96.38	0	0.03	0.00	100.00	100.00	100.00	100.00	97.00	100.00	100.00
	IDEA	0.03	0.02	99.80	0.05	0.06	0.26	1.13	99.19	0	0.05	0.05	100.00	100.00	100.00	97.93	99.54	100.00	100.00
	MTS	0.02	0.00	99.56	0.00	0.01	0.28	2.86	99.18	0	0.03	0.00	100.00	100.00	100.00	97.19	95.34	100.00	100.00
	TTSL CDMA	0.15	1.00	99.07	0.00	0.08	0.09	0.72	98.92	0	0.01	0.00	100.00	100.00	100.00	100.00	98.69	100.00	100.00
	TTSL GSM	0.10	0.14	99.54	0.03	0.02	0.22	0.95	98.94	0	0.00	0.00	100.00	100.00	100.00	98.52	98.40	100.00	100.00
Tamil Nadu + Chennai	VODAFONE	0.11	0.38	99.55	0.25	0.45	0.62	2.47	98.07	0	0.08	0.06	100.00	100.00	100.00	100.00	97.16	100.00	100.00
	AIRTEL	0.09	0.07	99.58	0.20	0.19	0.58	1.88	98.34	0	0.02	0.13	100.00	100.00	100.00	100.00	94.65	100.00	100.00
UP-East	RCOM GSM	0.44	1.68	99.17	0.08	0.09	0.15	0.54	99.50	0	0.07	0.03	100.00	100.00	100.00	96.59	96.05	100.00	72.43
	Aircel	0.11	0.25	99.17	0.32	0.31	0.51	2.60	98.03	0	0.00	0.00	100.00	100.00	100.00	97.82	98.46	100.00	100.00
	AIRTEL	0.43	1.73	95.24	0.77	1.47	1.02	2.78	97.54	0	0.01	0.05	100.00	100.00	100.00	100.00	92.16	100.00	100.00
	BSNL	1.75	1.91	98.37	0.61	1.92	1.58	2.39	96.50	0	0.09	0.09	98.60	100.00	100.00	99.00	97.72	100.00	100.00
	IDEA	0.30	1.03	98.70	0.59	1.04	0.70	2.71	97.11	0	0.06	0.06	100.00	100.00	100.00	99.56	97.43	100.00	100.00
	RCOM GSM	0.32	1.60	98.84	0.17	0.67	0.15	0.73	99.11	0	0.09	0.04	100.00	100.00	100.00	98.91	99.07	100.00	74.65
	TELENOR	0.10	0.04	99.08	0.24	0.37	0.78	3.46	96.76	0	NA	0.00	100.00	100.00	NA	99.69	99.61	NA	NA
	TTSL CDMA	0.28	0.29	97.54	0.00	0.26	0.16	2.86	99.09	0	0.00	0.00	100.00	100.00	100.00	100.00	95.26	100.00	100.00
	TTSL GSM	0.17	0.26	96.69	0.73	1.07	0.43	2.55	97.58	0	0.00	0.00	100.00	100.00	100.00	98.23	95.59	100.00	100.00
	VODAFONE	0.23	0.83	98.19	0.44	1.81	0.83	2.81	96.03	2	0.08	0.02	100.00	100.00	100.00	100.00	95.58	100.00	100.00
UP-West	Aircel	0.10	0.45	99.70	0.16	0.35	0.45	2.13	97.55	0	0.00	0.00	100.00	100.00	100.00	98.06	99.40	100.00	100.00
	AIRTEL	1.40	1.40	98.68	0.69	0.88	1.10	1.71	97.80	0	0.02	0.16	100.00	100.00	100.00	100.00	94.92	100.00	100.00
	BSNL	1.61	1.70	98.58	0.52	1.04	1.37	2.22	96.28	0	0.01	0.00	100.00	100.00	100.00	100.00	99.17	100.00	100.00
	IDEA	0.08	0.10	96.29	0.82	1.50	0.68	2.34	95.94	0	0.06	0.00	99.83	100.00	100.00	99.22	97.35	100.00	100.00
	MTS	0.18	0.00	99.86	0.00	0.07	0.20	2.25	99.21	0	0.04	0.02	100.00	100.00	100.00	99.97	97.79	100.00	100.00
	RCOM GSM	0.29	1.66	99.11	0.28	0.46	0.12	0.49	98.99	0	0.09	0.04	100.00	100.00	100.00	98.96	98.10	100.00	70.98
	TELENOR	0.22	0.25	99.53	0.15	0.17	0.52	1.74	98.19	0	NA	0.00	100.00	100.00	NA	99.68	99.71	NA	NA
	TTSL CDMA	0.14	0.00	99.18	0.00	0.07	0.28	2.79	99.39	0	0.00	0.00	100.00	100.00	100.00	100.00	97.77	100.00	100.00
	TTSL GSM	0.08	0.00	98.67	0.11	0.29	0.43	2.23	97.83	0	0.00	0.00	100.00	100.00	100.00	97.76	94.97	100.00	100.00
	VODAFONE	0.22	0.50	98.29	0.78	1.64	0.77	2.85	96.53	0	0.06	0.03	100.00	100.00	100.00	100.00	96.83	100.00	100.00
West Bengal	Aircel	0.34	1.10	97.90	0.32	0.74	0.89	8.02	97.65	0	0.00	0.00	100.00	100.00	100.00	96.21	96.22	100.00	100.00
	AIRTEL	0.18	0.20	95.59	0.65	1.12	1.15	2.21	95.37	0	0.01	0.06	100.00	100.00	100.00	98.93	91.57	100.00	100.00
	BSNL	0.36	0.93	97.91	0.89	1.34	1.50	11.46	96.02	0	0.01	0.02	99.47	100.00	100.00	97.50	97.73	100.00	100.00
	IDEA	0.25	0.63	99.06	0.13	0.23	0.43	0.23	97.59	0	0.06	0.05	100.00	100.00	100.00	97.11	97.48	100.00	100.00
	MTS	0.29	0.00	99.46	0.00	0.40	0.51	2.54	98.91	0	0.08	0.02	100.00	100.00	100.00	99.50	98.05	100.00	100.00
	RTL	NA	NA	NA	NA	NA	NA	NA	NA	NA	0.08	0.09	100.00	100.00	100.00	98.91	93.15	100.00	81.06
	TTSL CDMA	0.00	0.00	99.31	0.00	0.01	0.07	0.42	97.71	0	0.00	0.00	100.00	100.00	100.00	100.00	99.24	100.00	100.00
	TTSL GSM	0.29	0.00	99.54	0.18	0.01	0.41	2.47	98.22	0	0.00	0.00	100.00	100.00	100.00	97.54	95.46	100.00	100.00
	VODAFONE	0.12	0.17	98.35	0.66	1.65	0.82	2.46	96.67	0	0.06	0.06	100.00	100.00	100.00	100.00	96.15	100.00	100.00



**Measures taken by BSNL to further improve its customer base:**

BSNL has drawn a comprehensive framework for augmentation / upgradation of its network in all spheres viz. wireless network, wireline network, data network, backhaul network & bandwidth augmentation with aggressive & innovative customer centric initiatives to retain / enhance its customer base and to improve its financial position.

BSNL has aligned its growth plan for the coming years to catch up the growth in field of data. As such, BSNL has dedicated its major resources on data services with focus on expansion of mobile network and broadband segment.

**1. Wireless Services**

**A. Completion of Phase VII GSM project:**

- Under Phase VII GSM expansion for 15 million lines with an investment of Rs. 4808 Crore, has been completed under which 10,962 (3G) BTSs & 14,250 (2G) BTSs have been commissioned (total 25,212). This will improve 2G & 3G network coverage & data capability of 3G network.

**B. Phase VII+ GSM Project:**

- Phase VII+ GSM project of BSNL envisages installation of approximately 13353 3G BTSs and 8968 2G BTSs in North, South & East zones.
- As per present rollout status, total 13050 3G BTSs and 87052G BTSs have been commissioned in North, South & East zones.

**C. Augmentation of GSM Mobile network capacity**

Phase VIII: Formulation of next GSM expansion project:

- a. Phase VIII.1: Induction and integration of Wi-Fi Hotspot / LTE (4G) with existing GSM /UMTS network.
- b. Phase VIII.2: Strengthening of Data Network—
  - (i). Media has been Strengthened to support the surge in data volume.
  - (ii). No scarcity is observed in IP availability to support the data network.
- c. Phase VIII.3: The Inter Circle Roaming has been launched M/s Vodafone in Delhi for 'BSNL as a seeker' for all zones to facilitate more roaming options to BSNL's Customers. Testing is also under process for Intra Circle Roaming with M/s Reliance Jio in Karnataka. Inter Circle Roaming has been launched with M/s Vodafone in MP & CG Circles for Vodafone as a seeker. Intra circle roaming has also been launched with M/s Aircel in Rajasthan as seeker.
- d. Phase VIII.4 Focus on enhancing 2G and 3G GSM coverage.

With regard to (a) and (d) above, a GSM expansion project under name Phase VIII.4 has been initiated with:

- Replacement of old equipment having high operational cost & AMC.
- Addition of 3G capacity for increasing 3G footprints.
- Introduction of 4G services.
- The project envisages to provide about 20881 2G BTSs, 22517, 3G Node Bs and 10000 4G E-Node Bs.

**2. Wireline Services**



BSNL plans to migrate the entire wireline Time Division Multiplexing (TDM) Exchange network by IP enabled Exchange since 2013. Next generation Network (NGN) equipment based on the latest architecture are planned to be deployed gradually to replace the entire TDM/ digital Telephone Exchanges.

Replacement of legacy Wireline exchanges by Next Generation Network (NGN) Switches:-

- Phase I: Total capacity of 1 million line equipment has been commissioned in Phase -I class-5 IMS based New Generation Network (NGN). The implementation of phase-II 3 Million (core& access) equipment is in progress.  
With migration to Next generation Network system, the customer will get better communication Enhanced Value Added Services like Personalized Ring Back Tone, Multi Media Video Conferencing and IP Centrex etc.

### **3. Broadband Services**

- Augmentation of Broadband network for meeting data growth:- BSNL has procured Multiprotocol Label Switching - Transport Profile (MPLS-TP)based Next Generation Packet Aggregation Network (MNG-PAN), Installation & commissioning of equipment is completed.
- Setup of Network Monitoring System (NMS) for Wire-line, Wireless and Broadband network: PO for the procurement and implementation of Broadband Network Management System covering BB P2.2, Multiply& FTTH (FiberTo The Home) Networks has been placed. The equipment is in advanced stage of commissioning.
- Roll-out of Wi-Fi Service: BSNL has been deploying 35000 Wi-Fi Access Points under Wi-Fi Hotspots and Mobile Data Offload Project. Till date 3352 Wi-Fi Hotspots have been installed out of which 3042 have been radiated. BSNL is also rolling out Public Wi-Fi Hotspots at Rural Telephone Exchanges of BSNL from these Wi-Fi Access Points as per Agreement of BSNL and Universal Service Obligation Fund (USOF).  
As on 31.10.2017, BSNL has installed 7733 Wi-Fi Hotspots across 3314 locations in the country through revenue share model.

#### **4. Core Network for Backhaul Connectivity**

Expansion of Provider Edge Network of BSNL: Out of planned 232 PE Routers, BSNL has commissioned 232 PE Routers along with their integration with Core Routers. This has resulted in the expansion of IPMPLS Network from 106 cities to 205 cities providing connectivity for broadband, NGN, 2G/ 3G requirements apart from increased connectivity to enterprise customer.

BSNL has taken up following customer centric measures to improve the delivery of services & improving customer satisfaction to the end user:

#### **Customer Centric Initiatives:**

- BSNL has focused on customer care services by installing exclusive call centres for Global Service for Mobile communication (GSM) services, Wire- line and Broadband services.
- Unlimited free night calling from land line to any Network between 2100 Hrs to 0700 Hrs in India by BSNL to its landline customers.
- BSNL is the only operator in India which is offering free incoming calls to its customers while roaming on PAN India basis including service area of MTNL i.e. Delhi and Mumbai to its customers.
- Minimum 512 Kbps broadband speed upgraded to 2 Mbps.
- Introduced unlimited free calling during day and night on all Sundays on pan India.
- The new plan Experience LL 49 which also allows free calling facility during night hours from Monday to Saturday of the week and 24 hours free calling on Sunday. The scheme has been extended in all circles (except J&K, NE-I & NE-II) and is applicable up to 31.12.2017.

- BSNL has introduced waive off installation charges scheme for New Landline which is applicable up to 17.07.2018.
- Introduction of a scheme to waive off Installation charges for new LL/DSL/FTTH connections (voice/ Broadband/combo) in all the Circles, for a period of One Year-w.e.f. 18-07-2017.
- Introduction of a scheme for sale of Asynchronous Digital Subscriber Line (ADSL) Wi-Fi Modem @ Rs. 1500/- with 100% Cash back @ Rs. 50/- per month for maximum 30 month or till the BB connection remain active to the Broadband customers who subscribe under any Broadband plan with FMC Rs.675/- & above.
- Introduction of new Broadband plan 'BBG Combo UL 599' with 'Flat 2 Mbps Speed' and reformulation of certain PAN India DSL Broadband plans, which are currently being offered to the customers in PAN India basis – w.e.f. 10-07-2017.
- Tariff Plan for 2Mbps FTTH/ILL Backhaul @ Rs. 17820/- for Wi-Fi Hotspots under Universal Service Obligation Fund (USOF) in all the circles-w.e.f.20-07-2017.
- BSNL has introduced new LL Plan LL-299 with Fixed Monthly Charges (FMC) Rs.299. In this tariff plan 250 free calls are allowed to any network within India. The tariff plan is applicable w.e.f. 01.08.2017.
- BSNL has revised the existing landline plans w.e.f.01.08.2017 and now customer will get free calls on BSNL Network equal to Fixed Monthly Charges (FMC).
- BSNL has introduced new annual landline tariff plans "LL 1200 & LL 1500" which also allows free calling facility during night hours from Monday to Saturday of the week and 24 hours free calling on Sunday. The tariff plans are applicable w.e.f. 01.09.2017 for 90 days.
- BSNL has introduced Virtual landline Connection under plan "ÄSEEM" in which customer can get a Virtual Landline number & get diverted all the calls received on that number to a mobile number of his/her choice. This plan can also be provided in TNF areas. The tariff plan is applicable w.e.f. 01.09.2017.
- Introduction of a scheme to waive off Installation charges for new LL/DSL/FTTH connections (voice/ Broadband/combo) in all the Circles, for a period of One Year-w.e.f. 18-07-2017.
- BSNL has introduced unlimited local / STD BSNL to BSNL with 300 Mb data for only Rs.99 with validity of 28 days for its prepaid mobile customers in Kolkata TD, West Bengal, Bihar, Jharkhand, Assam, Gujarat, MP, Chhattisgarh, and Maharashtra & Rajasthan. In other circles, it varies from Rs.119 to Rs. 149.
- BSNL has introduced STV of Rs 339 for 28 days with unlimited Local/STD BSNL to BSNL + Local /STD BSNL to others (with FUP of 25p/min after FUP) + Unlimited DATA (With FUP of 2GB /day with no speed restriction and thereafter with speed restriction of 80 KBPS).
- BSNL has introduced new STV plan "BSNL CHAUKKA" "444" Unlimited data (Speed reduced to 80 Kbps after 4GB/day) offer under prepaid mobile service.
- BSNL has introduced new plan "BSNL SIXER" "666" Unlimited data (Speed reduced to 80 Kbps after 2GB/day) & Unlimited free voice (Local/STD) for 60 days any net in HPLMN under prepaid mobile service.
- BSNL has introduce the New plan is of rupees 429/ only which is giving Free voice ( Local/STD) on any network and 90 GB data @ 1GB per day) for 90 days on PAN India basis ( except Kerala Circle)

#### **Measures taken by MTNL to further improve its customer base:**

##### **1. For landline/broadband services-**

- Upgradation/Rehabilitation of external plant including dropwires to make it joint free.
- Installation of DSLAM nodes near the subscriber premises to reduce loop length to support high internet speed.
- Close monitoring at different stages so that faults are attended quickly and the process has been made customer friendly with the provision of feedback mechanism.
- Close coordination with other agencies during digging work to avoid damage to underground cables.

- The theft prone routes are being patrolled in the night to check theft of cables and cable theft alarms are being installed on primary cable.
- SMS is sent to customer and concerned lineman after allotment of the booked telephone fault.
- Revision/ new plans on local call/STD.
- Tariff rebalancing in Broadband by giving high fair data usage and upgraded speed up to 8 Mbps subject to technical feasibility.

## **2. For Mobile service-**

- Expansion of 3G network by adding 400+ Node Bs in MTNL Delhi & upgradation of existing 3G network in MTNL Mumbai. Installation of 1400 more Node Bs are in the process.
- Introduction of new frequency plan and Optimization of cell level parameters.
- Preventive maintenance to minimize the faults in the network.
- On line monitoring of Base Transceiver Station (BTS) outages.
- Optimization of Radio Frequency (RF) network regularly.

BSNL: Circle wise landline amount outstanding and recovered (2014-15)

Details in respect of F.Y 2014-15			(Amount in Crores of Rs)			
S.no	Circle	Opening balance of Outstanding	Amount billed for (ABF) during the year	Gross Outstanding	Amount recovered during the year	Gross Closing (at the end of Financial Year)
1	Aandaman& Nicobar	6.12	3.34	9.46	5.61	3.85
2	Andhara Pradesh	98.02	408.16	506.18	417.44	88.74
3	Assam	54.05	37.44	91.50	39.43	52.07
4	Bihar	253.34	39.11	292.45	51.70	240.75
5	Jharkhand	88.35	33.99	122.34	42.27	80.07
6	Gujarat	40.65	480.89	521.54	486.52	35.02
7	Haryana	24.91	124.19	149.11	133.04	16.07
8	Himachal Pradesh	7.35	43.61	50.96	44.32	6.64
9	Jammu and Kashmir	53.42	41.91	95.34	42.54	52.80
10	Karnataka	34.40	486.55	520.95	496.56	24.39
11	Kerala	33.56	574.35	607.91	574.54	33.37
12	Madhya Pradesh	53.45	180.25	233.70	187.11	46.59
13	Chhattisgarh	27.92	33.97	61.90	33.39	28.50
14	Maharashtra	176.97	598.77	775.74	595.02	180.73
15	North East-I	49.96	16.63	66.59	23.29	43.30
16	North East-II	227.41	8.67	236.08	23.49	212.59
17	Odisha	32.97	65.55	98.52	73.90	24.62
18	Punjab	21.87	184.70	206.57	188.42	18.15
19	Rajasthan	21.76	222.84	244.60	226.80	17.80
20	Tamil-Nadu	33.96	329.54	363.50	332.74	30.76
21	Uttar Pradesh (East)	286.50	101.12	387.62	124.15	263.47
22	Uttar Pradesh (West)	98.24	130.46	228.70	133.35	95.35
23	Uttarakhand	16.69	42.32	59.01	44.81	14.20
24	West Bengal	85.94	83.67	169.61	86.09	83.52
25	Kolkatta	159.21	245.15	404.36	250.61	153.76
26	Chennai	16.74	279.35	296.09	282.01	14.08
<b>Total</b>		<b>2003.77</b>	<b>4796.55</b>	<b>6800.32</b>	<b>4939.13</b>	<b>1861.19</b>

BSNL: Circle wise landline amount outstanding and recovered (2015-16)

Details in respect of F.Y 2015-16			(Amount in Crores of Rs)			
S.no	Circle	Opening balance of Outstanding	Amount billed for (ABF) during the year	Gross Outstanding	Amount recovered during the year	Gross Closing (at the end of Financial Year)
1	Aandaman& Nicobar	3.85	2.72	6.57	4.74	1.83
2	Andhara Pradesh	88.74	397.12	485.86	459.08	26.78
3	Assam	52.07	35.18	87.25	46.51	40.74
4	Bihar	240.75	35.87	276.62	68.88	207.74
5	Jharkhand	80.07	30.25	110.32	43.82	66.5
6	Gujarat	35.02	467.85	502.87	466.71	36.16
7	Haryana	16.07	116.31	132.38	119.55	12.83
8	Himachal Pradesh	6.64	43.07	49.71	44.34	5.37
9	Jammu and Kashmir	52.8	41.32	94.12	46.05	48.07
10	Karnataka	24.39	475.6	499.99	479.15	20.84
11	Kerala	33.37	545.71	579.08	547.57	31.51
12	Madhya Pradesh	46.59	175.23	221.82	181.92	39.9
13	Chhattisgarh	28.5	34.16	62.66	35.27	27.39
14	Maharashtra	180.73	582.5	763.23	626.85	136.38
15	North East-I	43.3	15.43	58.73	25.63	33.1
16	North East-II	212.59	8.39	220.98	114.3	106.68
17	Odisha	24.62	61.26	85.88	65.98	19.9
18	Punjab	18.15	170.68	188.83	175.38	13.45
19	Rajasthan	17.8	214.6	232.4	218.51	13.89
20	Tamil-Nadu	30.76	305.35	336.11	314.1	22.01
21	Uttar Pradesh (East)	263.47	87.94	351.41	147.25	204.16
22	Uttar Pradesh (West)	95.35	113.81	209.16	129.68	79.48
23	Uttarakhand	14.2	40.2	54.4	43.02	11.38
24	West Bengal	83.52	71.27	154.79	81.47	73.32
25	Kolkatta	153.76	233.31	387.07	284.14	102.93
26	Chennai	14.08	261.25	275.33	263.79	11.54
<b>Total</b>		<b>1861.19</b>	<b>4566.38</b>	<b>6427.57</b>	<b>5033.69</b>	<b>1393.88</b>

BSNL: Circle wise landline amount outstanding and recovered (2016-17)

Details in respect of F.Y 2016-17			(Amount in Crores of Rs)			
S.no	Circle	Opening balance of Outstanding	Amount billed for (ABF) during the year	Gross Outstanding	Amount recovered during the year	Gross Closing (at the end of Financial Year)
1	Aandaman& Nicobar	1.83	3.43	5.26	4.02	1.24
2	Andhara Pradesh	26.78	357.22	384	363.72	20.28
3	Assam	40.74	32.09	72.83	40.57	32.26
4	Bihar	207.74	30.94	238.68	59.56	179.12
5	Jharkhand	66.5	25.23	91.73	38.37	53.36
6	Gujarat	36.16	420.06	456.22	433.82	22.4
7	Haryana	12.83	83.76	96.59	87.21	9.38
8	Himachal Pradesh	5.37	38.28	43.65	39.71	3.94
9	Jammu and Kashmir	48.07	35.95	84.02	50.81	33.21
10	Karnataka	20.84	403.69	424.53	404.63	19.9
11	Kerala	31.51	499.03	530.54	501.14	29.4
12	Madhya Pradesh	39.9	149.74	189.64	163.94	25.7
13	Chhattisgarh	27.39	28.53	55.92	32.91	23.01
14	Maharashtra	136.38	511.67	648.05	540.26	107.79
15	North East-I	33.1	13.63	46.73	17.59	29.14
16	North East-II	106.68	5.59	112.27	12.05	100.22
17	Odisha	19.9	54.33	74.23	60.63	13.6
18	Punjab	13.45	146.45	159.9	150.53	9.37
19	Rajasthan	13.89	196.19	210.08	201.35	8.73
20	Tamil-Nadu	22.01	286.19	308.2	288.8	19.4
21	Uttar Pradesh (East)	204.16	77.76	281.92	99.58	182.34
22	Uttar Pradesh (West)	79.48	73.45	152.93	87.89	65.04
23	Uttarakhand	11.38	34.29	45.67	36.04	9.63
24	West Bengal	73.32	59.34	132.66	63.48	69.18
25	Kolkatta	102.93	212.76	315.69	220.21	95.48
26	Chennai	11.54	231.13	242.67	232.82	9.85
<b>Total</b>		<b>1393.88</b>	<b>4010.73</b>	<b>5404.61</b>	<b>4231.64</b>	<b>1172.97</b>

BSNL: Circle wise landline amount outstanding and recovered during 2017-18 upto 31.10.2017

Details in respect of F.Y 2017-18 (Upto 31.10.2017)			(Amount in Crores of Rs)			
S.no	Circle	Opening balance of Outstanding	Amount billed for (ABF) during the year	Gross Outstanding	Amount recovered during the year	Gross Closing (at the end of Financial Year)
1	Aandaman& Nicobar	1.24	2.15	3.39	2.15	1.24
2	Andhara Pradesh	20.28	175.68	195.96	173.1	22.86
3	Assam	32.26	15.15	47.41	15.92	31.49
4	Bihar	179.12	13.9	193.02	30.18	162.84
5	Jharkhand	53.36	11.72	65.08	13.12	51.96
6	Gujarat	22.4	204.61	227.01	199.72	27.29
7	Haryana	9.38	37.33	46.71	36.82	9.89
8	Himachal Pradesh	3.94	17.37	21.31	18.08	3.23
9	Jammu and Kashmir	33.21	16.8	50.01	17.01	33
10	Karnataka	19.9	197.69	217.59	195.42	22.17
11	Kerala	29.4	257.15	286.55	252.47	34.08
12	Madhya Pradesh	25.7	70.18	95.88	67.94	27.94
13	Chhattisgarh	23.01	12.35	35.36	12.28	23.08
14	Maharashtra	107.79	239.27	347.06	237.17	109.89
15	North East-I	29.14	6.52	35.66	6.59	29.07
16	North East-II	100.22	2.42	102.64	5.22	97.42
17	Odisha	13.6	25.6	39.2	24.78	14.42
18	Punjab	9.37	65.29	74.66	64.93	9.73
19	Rajasthan	8.73	91.34	100.07	89.85	10.22
20	Tamil-Nadu	19.4	140.06	159.46	137.36	22.1
21	UttaPradesh (East)	182.34	32.71	215.05	35.04	180.01
22	Uttar Pradesh (West)	65.04	31.95	96.99	31.73	65.26
23	Uttarakhand	9.63	15.45	25.08	15.19	9.89
24	West Bengal	69.18	27.98	97.16	28.77	68.39
25	Kolkatta	95.48	105.99	201.47	107.26	94.21
26	Chennai	9.85	117.65	127.5	115.74	11.76
<b>Total</b>		<b>1172.97</b>	<b>1934.31</b>	<b>3107.28</b>	<b>1933.84</b>	<b>1173.44</b>



**BSNL: Circle wise & Year wise Mobile Postpaid Outstanding & Recovery Details**

CIRCLE	Opening balance of out-standing as on 01-04-2014	Amount Billed in				Amount realised in				Closing balance of outstand ing as on 31-10-2017
		2014-15	2015-16	2016-17	2017-18 (Upto Oct.-17)	2014-15	2015-16	2016-17	2017-18 (Upto Oct-17)	
A	B	C	D	E	F	G	H	I	J	
Andaman & Nicobar	1.91	1.71	1.75	1.90	0.94	1.78	2.19	2.20	0.98	1.06
Assam	59.96	133.44	133.13	128.80	59.35	136.53	136.80	139.45	61.57	40.33
Bihar	37.13	25.94	25.51	27.24	13.41	25.51	36.55	29.60	12.22	25.35
Jharkhand	15.38	18.58	20.38	19.97	9.36	18.93	24.99	20.96	9.04	9.74
Kolkata	20.07	28.03	27.45	25.70	12.03	30.25	29.02	26.93	12.00	15.09
North East –I	42.86	35.18	33.73	32.95	16.21	36.62	42.10	36.07	16.43	29.70
North East - II	81.46	31.69	29.74	29.06	14.14	31.63	46.26	37.90	15.21	55.09
Odisha	20.12	51.41	51.87	50.54	20.29	49.86	53.77	54.55	22.47	13.58
West Bengal	24.05	25.10	24.77	22.52	11.11	27.18	30.12	21.56	10.48	18.21
Chhatisgarh	5.61	23.54	23.61	22.71	9.35	23.17	23.70	22.73	9.88	5.35
Gujarat	7.53	42.11	39.77	34.76	17.08	44.72	40.28	36.59	17.34	2.31
Madhya Pradesh	10.22	71.23	74.68	72.31	30.72	72.11	72.47	74.69	32.42	7.47
Maharashtra	66.48	148.91	163.44	146.50	58.03	151.64	191.75	149.30	57.78	32.88
Haryana	2.11	12.31	12.12	12.38	5.73	12.56	12.20	12.78	5.65	1.46
Himachal Pradesh	3.65	22.50	24.11	22.35	11.07	23.64	24.75	22.50	10.94	1.86
Jammu & Kashmir	50.07	135.39	139.17	160.85	77.55	132.37	136.68	166.09	73.49	54.40
Punjab	6.81	18.87	18.69	20.33	9.89	19.15	24.21	20.27	9.68	1.28
Rajasthan	2.64	59.02	58.09	57.16	26.39	59.26	58.16	58.28	25.78	1.81
Uttar Pradesh (East)	35.96	71.79	73.83	75.82	37.55	76.15	78.11	81.35	36.33	23.02
Uttar Pradesh (Eest)	13.59	23.61	23.82	24.22	12.03	23.26	23.45	29.81	11.89	8.84
Uttarakhand	4.30	13.46	13.35	12.86	6.63	13.94	14.09	13.53	6.46	2.58
Andhra Pradesh	25.75	91.84	97.27	98.84	52.88	92.90	115.69	99.39	52.17	6.44
Chennai	5.30	67.04	63.52	62.28	31.31	67.38	65.80	62.59	30.98	2.70
Karnataka	16.03	110.03	112.41	115.74	57.78	114.97	116.73	115.82	55.97	8.48
Kerala	3.78	124.46	120.01	121.22	61.19	125.08	119.93	121.55	60.82	3.28
Tamil Nadu	3.88	130.04	128.27	130.52	62.43	129.96	128.13	130.17	61.99	4.88
<b>Grand total</b>	<b>566.66</b>	<b>1517.22</b>	<b>1534.49</b>	<b>1529.53</b>	<b>724.45</b>	<b>1540.53</b>	<b>1647.95</b>	<b>1586.68</b>	<b>719.98</b>	<b>377.21</b>

## MTNL: Details of Mobile and Landline outstanding and recovery amount

(Rs. In crores)

Details of amount outstanding and recovered for mobile and landline during last three years and current year																
Particulars	2014-15				2015-16				2016-17				2017-18 (up to Oct'17)			
	Mumbai		Delhi		Mumbai		Delhi		Mumbai		Delhi		Mumbai		Delhi	
	Landline	Mobile	Landline	Mobile	Landline	Mobile	Landline	Mobile	Landline	Mobile	Landline	Mobile	Landline	Mobile	Landline	Mobile
<b>Opening Balance as on 01/04</b>	231.46	58.39	467.75	207.54	232.23	56.06	469.44	209.31	209.64	51.63	471.14	192.7	194.56	47.31	478.65	176.09
<b>ABF during the year</b>	1283.84	45.42	760.35	49.62	1248.77	43.94	748.83	48.88	1145.75	39.6	678.16	42.87	588.22	17.86	340.72	19.85
<b>Recovered during the year*</b>	1283.07	47.75	758.66	47.87	1271.36	48.37	747.13	65.49	1160.83	43.92	670.65	59.48	583.84	16.82	322.93	18.92
<b>Closing Balance as on 31/03</b>	232.23	56.06	469.44	209.29	209.64	51.63	471.14	192.7	194.56	47.31	478.65	176.09	198.94	48.35	496.44	177.02
* Recovery includes payment, cancellation, write-off and adjustment.																

State/Circle wise details of amount outstanding in respect of Landline connections, on Government offices and the public representatives (including State, Central and Defence) as on 31/10/2017 (Amount in Rs. Crores)	
Circle	Amount Outstanding (as on 31-10-2017)
Andaman & Nicobar	0.32
Andhra Pradesh	1.91
Assam	3.03
Bihar	3.60
Jharkhand	4.06
Gujarat	2.35
Haryana	1.26
Himachal Pradesh	0.32
Jammu and Kashmir	2.62
Karnataka	1.06
Kerala	0.32
Madhya Pradesh	3.22
Chhattisgarh	1.54
Maharashtra	4.87
North East-I	2.26
North East -II	13.94
Odisha	1.13
Punjab	0.37
Rajasthan	2.23
Tamil Nadu	1.01
Uttar Pradesh (East)	8.35
Uttar Pradesh (West)	2.90
Uttarakhand	1.25
West Bengal	2.93
Kolkata	0.55
Chennai	0.20
<b>TOTAL</b>	<b>67.60</b>

Annexure-VII

State/Circle wise details of amount outstanding in respect of Mobile connections, on Government offices and the public representatives (including State, Central and Defence) as on 31/10/2017 (Amount in Crores Rs.)	
Circle	Total
ANDAMAN & NICOBAR	0.07
ASSAM	0.14
BIHAR	0.40
JHARKHAND	0.26
KOLKATA	0.02
NORTH EAST - I	0.17
NORTH EAST - II	0.25
ODISHA	0.07
WEST BENGAL	0.27
CHHATISGARH	0.00
GUJARAT	0.04
MADHYA PRADESH	0.07
MAHARASHTRA	0.08
HARYANA	0.08
HIMACHAL PRADESH	0.74
JAMMU AND KASHMIR	0.06
PUNJAB	0.00
RAJASTHAN	0.00
UTTAR PRADESH (EAST)	0.71
UTTAR PRADESH (WEST)	0.05
UTTARKHAND	0.21
ANDHRA PRADESH	1.12
CHENNAI	0.03
KARNATAKA	0.77
KERALA	0.04
TAMILNADU	0.00
GRAND TOTAL	5.67

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