

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

**LOK SABHA
UNSTARRED QUESTION NO. 806
TO BE ANSWERED ON 20TH DECEMBER, 2017**

REVIVAL OF BSNL AND MTNL

806. SHRI CHANDRA PRAKASH JOSHI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the steps taken/being taken by the Government to arrest the declining consumer base of MTNL and BSNL in India;
- (b) the State-wise number of landline, mobile and internet subscribers of BSNL and MTNL during each of the last three years and the current year; and
- (c) whether the falling tariff level has helped the aforementioned public sector telecom companies to regain customer base and if so, the details thereof along with the other steps taken by the Government to revive the fortune of the said companies?

ANSWER

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

- (a) The steps being taken by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) to increase their subscriber base are detailed at **Annexure-I**
- (b) State-wise details of number of landline, mobile and internet subscribers of BSNL and MTNL during each of the last three years and the current year are at **Annexure-II**.
- (c) BSNL has improved in its market share due to its competitive tariff plans and is increasing its 2G / 3G coverage by addition of BTS / Nodes to increase its customer base.

In case of MTNL, the falling tariff has adversely impacted the overall industry including revenue of MTNL. For its revival, MTNL has engaged Consultant for providing "Advisory Services". The Consultant has given certain recommendations for revival of MTNL.

Department of Telecommunications (DoT) is examining the recommendations of the Consultant Report to decide about the path of financial/HR/Corporate restructuring for revival of MTNL.

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 the data bus. As such, BSNL has dedicated its major resources on data services with focus on expansion of mobile network & broadband segment.

1. Wireless Services

A. Completion of Phase VII GSM project:

- BSNL will be completing Phase VII GSM expansion for 15 Million lines with an investment of Rs. 4808 Crore.
- BSNL has already commissioned the planned capacity.
- As per present roll out status, 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 presently envisages installation of approximately 13353 3G BTSs and 8968 2G BTSs in the circles of North, South & East zones.
- As per present rollout status, total 13050 numbers of 3G BTSs and 8705 numbers of 2G 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 & 3G GSM coverage.

With regard to (a) & (d) above, a GSM expansion project under name Phase VIII.4 has been initiated for the following:

- Replacement of old equipment having high operational cost & AMC.
- Addition of 3G capacity for increasing 3G footprints.
- Introduction of 4G services.

- The project is presently envisaged to provide about 20881 2G BTSs, 22517, 3G Node Bs and 10000 4G E-Node Bs.

2. Wireline Services

BSNL has planned to migrate the entire wireline TDM Exchange network by IP enabled Exchange since 2013. Next generation Network equipment based on the latest architecture are planned to be deployed gradually to replace the entire TDM/ digital Telephone Exchanges (OCB, EWSD, AXE and 5 ESS TDM types).

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 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 & implementation of Broadband Network Management System covering BB P2.2, Multiply& FTTH 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 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.

Also, BSNL is taking 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 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) & 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.
- The new plan Experience LL 49 allows free calling facility during night hours from Monday to Saturday of the week, and 24 hours free calling on Sundays. Rs 249 unlimited Broadband plan (upto 2 Mbps till 1 GB & up to 1 Mbps beyond).
- 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 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 & now customer will get free calls on BSNL Network equal to 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 Technically Not Feasible(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.

State-wise number of landline 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
A	BSNL				
1	Andaman & Nicobar	12746	12954	14341	15156
2	Andhra Pradesh	1496743	1340655	1216162	1108418
3	Assam	165994	158772	153165	140456
4	Bihar	194730	166156	155932	138912
5	Chhattisgarh	139123	132438	133444	128376
6	Gujarat	1322712	1172423	1110425	1049720
7	Haryana	350362	305885	282293	248540
8	Himachal Pradesh	200513	164336	142809	124937
9	Jammu & Kashmir	149349	131214	134283	120305
10	Jharkhand	144736	144935	138505	113859
11	Karnataka	1402178	1294726	1229813	1152493
12	Kerala	2484458	2187427	1999637	1905039
13	Madhya Pradesh	690892	608789	580875	563402
14	Maharashtra	1681804	1534836	1419352	1311363
15	North East-I	68094	65139	61306	56373
16	North East-II	59050	59038	59496	57563
17	Odisha	306675	294061	279674	261733
18	Punjab	761884	659460	586185	500047
19	Rajasthan	690273	646839	599739	531471
20	Tamil Nadu	1326825	1216131	1097636	1009528
21	Uttarakhand	136061	123302	116308	104959
22	Uttar Pradesh (East)	402886	390103	379998	366057
23	Uttar Pradesh (West)	309971	264703	239112	215287
24	West Bengal	422949	247758	305622	282009
25	Kolkata	265066	668964	613190	576887
26	Chennai	726366	671326	639666	589701
	Total BSNL	16412440	14762370	13688964	12672591
B	MTNL				
1	Delhi	1609278	1615433	1601487	1566316
2	Mumbai	1942393	1888655	1860887	1829547
	Total MTNL	3551671	3504088	3462374	3395863

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
A	BSNL				
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
	Total BSNL	74842472	85419531	100437655	105969422
B	MTNL				
1	Delhi	2313943	2318460	2327203	2305008
2	Mumbai	1169523	1242396	1300117	1290260
	Total MTNL	3423466	3560856	3627320	3595268

State-wise number of Internet (Broadband) 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
A	BSNL				
1	Andaman & Nicobar	3584	3584	3584	3584
2	Andhra Pradesh	196170	196169	196166	196164
3	Assam	9715	9714	9713	9713
4	Bihar	24689	24689	24689	24689
5	Chhattisgarh	19939	19939	19939	19939
6	Gujarat	158369	158365	158365	158364
7	Haryana	92507	92505	92505	92505
8	Himachal Pradesh	19777	19777	19777	19777
9	Jammu & Kashmir	24381	24381	24382	24382
10	Jharkhand	32123	32122	32122	32122
11	Karnataka	207361	207363	207361	207359
12	Kerala	382055	382055	382055	382055
13	Madhya Pradesh	257286	257293	257293	257291
14	Maharashtra	315638	315643	315642	315638
15	North East-I	51065	51065	51065	51064
16	North East-II	13662	13662	13662	13662
17	Odisha	40557	40557	40557	40557
18	Punjab	221334	221330	221331	221331
19	Rajasthan	225670	225672	225672	225673
20	Tamil Nadu	133666	133655	133654	133654
21	Uttarakhand	46745	46745	46742	46742
22	Uttar Pradesh (East)	37374	37375	37373	37373
23	Uttar Pradesh (West)	87125	87119	87119	87112
24	West Bengal	25102	25097	25097	25097
25	Kolkata	354666	354641	354641	354635
26	Chennai	184103	184100	184099	184099
	Total BSNL	3194663	3194617	3194605	3194581
B	MTNL				
1	Delhi	576565	594101	577806	553260
2	Mumbai	620499	587451	531686	485714
	Total MTNL	1197064	1181552	1109492	1038974