

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

**LOK SABHA
UNSTARRED QUESTION NO. 1970
TO BE ANSWERED ON 3RD JULY, 2019**

MTNL SERVICES

1970. SHRI PARVESH SAHIB SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the steps taken by MTNL for promotion of standardization, research and development of telecommunications and broadband services in Delhi;
- (b) the share of MTNL in broadband market as compared to private broadband service providers in Delhi during the last three years; and
- (c) the steps taken by MTNL for upgradation of service quality and competing with other players in telecommunications sector during the same period?

ANSWER

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

- (a) The focus of Mahanagar Telephone Nigam Limited (MTNL) is on providing telecom services. The standardization, research and development of telecommunications and broadband services is not being undertaken by MTNL.
- (b) As informed by Telecom Regulatory Authority of India (TRAI), the broadband market share of MTNL in Delhi during the last three years is as under:

As on 31.03.2017	As on 31.03.2018	As on 31.03.2019
4.66%	3.62%	1.86%

- (c) Steps taken by MTNL for upgradation of service quality and competing with other players in telecommunications sector is at **Annexure**.

Annexure referred to in Part (c) of the Lok Sabha Unstarred Question No.1970 for Answer on 03.07.2019.

Steps taken by MTNL to upgrade infrastructure and provide better services

1. MTNL recently finished the task of improving the Wireless Network in Delhi and Mumbai so as to improve the downlink speed to 21.1 Mbps & uplink speed to 5.76 Mbps which was 3.6 Mbps & 384 Kbps respectively earlier.
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 242 DSLAMs have been redeployed in Delhi and 188 in Mumbai till 31st March 2019. In the year 2018-19, 22 DSLAMs in Delhi and 14 in Mumbai have been redeployed. This has improved customer experience and reduced the number of complaints.
3. MTNL has engaged various partners on revenue share basis to extend its FTTH services. In the year 2018-19, out of total 12,105 FTTH subscribers added by MTNL, 9,520 subscribers (approx. 79%) were added by revenue share partners.
4. MTNL has signed an MoU with New Delhi Municipal Corporation Smart City Limited (NDMCSCCL) 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. 250 access points for Wi-Fi enabling.
5. Customer Centric Strategies:
 - a. Tariff of Wireless services has been rationalized significantly in view of the cut throat competition. MTNL now offers three times more data in the same price.
 - b. Download speed of broadband is being upgraded to 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
 - c. Tariff re-balancing of Broadband service has been done for giving more competitive and attractive tariff package to the customers.
 - d. Training is being given to line staff to improve maintenance and installation practices.
 - e. Refurbishing of Pillars and DPs is planned in phased manner.
 - f. To improve copper pair quality, existing drop wires have been replaced with twisted drop wires or thermo sleeves have been put at open joints.
 - g. Proactive Monitoring of Broadband Faults.
