

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

**LOK SABHA
UNSTARRED QUESTION NO. 704
TO BE ANSWERED ON 26TH JUNE, 2019**

POOR SERVICES OF MTNL

704. SHRIMATI RAMYA HARIDAS:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of persons who have ported out of GSM mobile service of MTNL and taken services of other companies during each of the last three years;
- (b) whether MTNL has received several complaints with regard to poor mobile network coverage and if so, the details thereof including the number of such complaints received during each of the last three years;
- (c) whether the condition of mobile network coverage has deteriorated during the same period and if so, the details thereof and the reasons therefor; and
- (d) whether Government has taken/ proposes to take any action to improve 2G, 3G and 4G services in the country and if so, the details thereof?

ANSWER

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

- (a) Details of number of subscribers ported out of Mahanagar Telephone Nigam Limited (MTNL) during the last three years are as under:

Number of subscribers ported out during			
Year	2016-17	2017-18	2018-19
Numbers	97,345	1,81,160	1,35,104

- (b) Details of poor mobile network related complaints received in MTNL during the last three years are as under:

Number of complaints received in MTNL during			
Year	2016-17	2017-18	2018-19
Numbers	63,005	38,119	38,466

- (c) Condition of mobile network coverage has improved in MTNL in past three years. MTNL recently finished the task of improving the Wireless Network in Delhi and Mumbai. The

downlink speed has increased to 21.1 Mbps from 3.6 Mbps and uplink speed has increased to 5.76 Mbps from 384 Kbps by implementing following projects:

- Expansion of GSM / 3G RF network by adding 1080 nos. of 3G sites & 800 nos. of hybrid microwave to meet the backhaul capacity and Data handling capacity to 10 Gbps and Upgradation / replacement of existing 3G network (720 Node-Bs) and 914 (754+160) nos. of existing 8Mbps Microwave Hops to 400 Mbps capacity in MTNL Delhi.
- 3G Network Up-gradation of existing 3G network (720 Node-Bs) and 497 nos. of existing 8Mbps Microwave Hops to 400 Mbps in Mumbai.

(d) Department of Telecommunications (DoT) has taken several policy initiatives to facilitate infrastructure growth and Quality of Services. These include permitting trading/sharing/liberalisation of spectrum already granted, permitting passive and active infrastructure-sharing, Notification of Right of Way Rules-2016, making available government land/buildings for installations of towers etc.

As a result of continuous efforts, about 14.95 lakh additional Base Transceiver Stations (BTSS) for 2G/3G/4G-LTE services have been added by Telecom Service Providers (TSPs) since March 2014 taking the total BTS count in the country to about 21.45 lakh in June 2019. The details of BTSS are at Annexure.

Annexure

Annexure referred to in part (d) of the Lok Sabha Unstarred Question No.704 regarding “Poor Services of MTNL” to be answered on 26.06.2019 asked by Shrimati Ramya Haridas.

LSA wise BTS Growth

Sr.	License Service Area	Total BTSs as on 31 st March 2014	Total BTSs on 1st June 2019	BTS added during the period April 2014 to 1st June 2019	
		Total (GSM, 3G, 4G-LTE)	Total (GSM, 3G, 4G-LTE)	Number of BTS added	%age of BTS added
1	Andhra Pradesh	53858	154381	100523	187
2	Assam	12180	45328	33148	272
3	Bihar	34176	116112	81936	240
4	Chennai	18983	50860	31877	168
5	Delhi	27383	102770	75387	275
6	Gujarat	40245	138275	98030	244
7	Himachal Pradesh	6365	21985	15620	245
8	Haryana	14709	49973	35264	240
9	Jammu and Kashmir	10924	35908	24984	229
10	Karnataka	47295	145648	98353	208
11	Kolkata	14946	49982	35036	234
12	Kerala	29995	99386	69391	231
13	Mumbai	21679	61671	39992	184
14	Maharashtra	56096	174589	118493	211
15	Madhya Pradesh	39935	137738	97803	245
16	North-East	7542	29326	21784	289
17	Odisha	16416	59060	42644	260
18	Punjab	22079	83140	61061	277
19	Rajasthan	30963	118298	87335	282
20	Tamil Nadu	41685	125431	83746	201
21	Uttar Pradesh (East)	45024	141135	96111	213
22	Uttar Pradesh(West)	34291	116060	81769	238
23	West Bengal	23065	88597	65532	284
Total		649834	2145653	1495819	230
