

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

**LOK SABHA
UNSTARRED QUESTION NO. 3566
TO BE ANSWERED ON 17TH MARCH, 2021**

QUALITY OF COMMUNICATION SERVICES OF MTNL/BSNL

†3566. SHRI KUNWAR PUSHPENDRA SINGH CHANDEL:
SHRIMATI MALA RAJYA LAXMI SHAH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has formulated any scheme to provide state-of-art communication services of BSNL/MTNL including 5G services, on the lines of private telecom service providers to customers and if so, the details thereof;
- (b) the details of the efforts and expenditure made by the Government for technical and institutional upgradation of BSNL/MTNL during the last five years;
- (c) the number of new customers of BSNL/MTNL during each of the last three years, State/UT-wise along with the number of customers who have surrendered services of BSNL/MTNL during the same period, State/UT-wise including the district of Bundelkhand; and
- (d) the measures taken/being taken by the Government to increase the number of consumers of BSNL/MTNL?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a)& (b) The Government approved the revival plan for Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) on 23.10.2019, which inter-alia includes measures to reduce the Staff cost through a Voluntary Retirement Scheme (VRS) for employees of age 50 years and above, administrative allotment of Spectrum for providing 4G services with funding through budgetary allocation, monetisation of Land/Building and Tower/Fibre Assets to generate resources to retire debt, meet CAPEX and other requirements, debt restructuring by raising of Sovereign Guarantee Bonds and in-principle approval for merger of BSNL and MTNL.

The Government has made fund allocation of Rs. 24,084 Crores for spectrum for 4G services in FY 2021-22. BSNL has invited Expression of Interest (EoI) on 01.01.2021 for prior registration/Proof of Concept (PoC) from Indian Companies interested in participating in BSNL's upcoming 4G tender.

5G mobile services are yet to be launched in India.

(c) State/UT-wise details of new additions and surrender of Mobile and Landline customers of BSNL/MTNL is at **Annexure-I & Annexure-II** respectively. Number of connections added /surrendered in last 3 years in Bundelkhand region are as under:

Year	Mobile		Landline	
	Addition	Surrender #	Addition	Surrender
2018-19	244257	N/A	5355	6383
2019-20	212715		3118	8984
2020-21 (upto Jan '21)	188971		3053	22822

BSNL has informed that it is not possible to find out exact number of mobile customers who have surrendered mobile services as customers use to discontinue mobile services on their own without surrendering the SIM.

(d) BSNL has informed that it is continuously adding mobile subscribers and its subscribers are increasing regularly over last five years. BSNL and MTNL continue to be dominant player in the wireline segment.

With the commencement of 4G services on a large scale, BSNL expects to increase number of customers further.

Annexure to reply to part-(c) of Lok Sabha Unstarred Question No.3566 for answer on 17.03.2021.

Details of mobile customers added/surrendered during last three years

Name of Circle	2018-19*		2019-20		2020-21 (Up to February 2021)	
	Addition	Surrender #	Addition	Surrender #	Addition	Surrender #
BSNL						
A& N islands	70183	N/A	45696	N/A	45306	N/A
Assam	735813		323524		216123	
Bihar	1017342		1047520		814873	
Jharkhand	462916		301986		169231	
Kolkata	530284		638881		683793	
North East I	227005		118487		59780	
North East II	118244		95021		50281	
Odisha	1469390		1064884		728337	
West Bengal	480733		565508		321644	
Punjab	932637		875438		730779	
Haryana	986641		1047424		819015	
Himachal Pradesh	343541		238548		123774	
Rajasthan	1278734		1376361		1015479	
J& K	251078		286427		153910	
UP (West)	1165642		1057706		1077571	
UP (East)	1841409		1630754		1121007	
Uttarakhand	222951		218169		137161	
Andhra Pradesh	1411253		1161435		543616	
Telangana			333621		304472	
Chennai	274239		458908		389017	
Karnataka	1086233		759520		377751	
Kerala	1275802		1157965		594738	
Tamil Nadu	1912822		1224759		561206	
Gujarat	1373425	1116275	637040			
Maharashtra	1042756	1289627	915381			
Madhya Pradesh	809396	649614	383159			
Chhattisgarh	344107	344043	231648			
MTNL						
Delhi	15265	81853	9641	41201	5509	20413
Mumbai	38979	76228	26698	88174	5063	41025

* In FY 2018-19, Andhra Pradesh circle includes data of Telangana also.

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Details of Landline customers added/surrendered during last three years

Name of Circle	2018-19		2019-20		2020-21 (Up to January 2021)	
	Addition	Surrender	Addition	Surrender	Addition	Surrender
BSNL						
Andaman & Nicobar	3045	2479	1895	2424	2590	2685
Assam	8005	31544	6083	24095	2722	16069
Bihar	14865	31323	9664	34157	5785	18464
Jharkhand	7389	29641	4969	24671	3245	12617
Kolkata	13422	99788	8014	94488	3076	90266
North East I	5331	10175	4061	11808	2209	7972
North East II	3048	8700	1979	8387	1825	16764
Odisha	29194	67160	14752	51959	6994	43121
West Bengal	9056	64649	6058	65268	3978	29166
Punjab	42459	115772	24991	106652	18839	112892
Haryana	32630	66161	24344	58846	14370	56667
Himachal Pradesh	13090	23736	8328	23629	6128	22910
Rajasthan	43408	109180	26249	106406	15280	97066
Jammu & Kashmir	12609	25738	36066	18030	7037	37635
Uttar Pradesh (West)	18912	51383	10752	47730	8106	45477
Uttar Pradesh (East)	21851	35013	14285	85155	10712	118425
Uttarakhand	10628	21684	5614	25224	4588	26187
Andhra Pradesh	57215	122626	29760	153667	20691	114019
Telangana	28425	70517	15242	97822	7456	78394
Chennai	17494	66993	10393	81110	6123	86281
Karnataka	41282	144421	25096	202450	15091	183991
Kerala	66136	150394	39095	376822	40244	389785
Tamil Nadu	66417	133993	34523	220295	26474	214710
Gujarat	59480	100573	34931	400543	12380	152108
Maharashtra	58576	232779	37026	243044	20409	141712
Madhya Pradesh	25061	35386	12104	297276	7532	37992
Chhattisgarh	10200	14986	5321	14020	3610	61692
MTNL						
Delhi	20477	63537	10238	49945	7209	78169
Mumbai	37992	83236	23653	86239	4619	103424
