

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

**LOK SABHA
UNSTARRED QUESTION NO. 419
TO BE ANSWERED ON 3RD FEBRUARY, 2021**

POOR SERVICES OF BSNL

†419. SHRI UDAY PRATAP SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether in the consumers are increasingly losing confidence the BSNL Services and if so, the details thereof and the reasons therefor;
- (b) whether the consumer base of BSNL is continuously decreasing and it is incurring heavy losses and if so, the details thereof and the reasons therefor along with the reaction of the Government thereto;
- (c) the number of BSNL consumers across the country during each of the last three years, State/UTwise;
- (d) whether the Government has conducted any review on the decreasing consumer base of the company and if so, the details and the outcome thereof; and
- (e) whether the Government has received any complaints regarding poor network of BSNL BTS from district Narsinghpur-Hoshangabad of Madhya Pradesh and if so, the details thereof and the action taken by the Government thereon?

ANSWER

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

- (a) No Sir. Bharat Sanchar Nigam Limited (BSNL) has informed that the number of its wireless consumers have increased during the last three years and BSNL continues to be a dominant player in the wireline segment.
- (b) to (c) State/UT-wise details of BSNL consumers across the country during each of the last three years is at Annexure.
BSNL has been incurring losses since 2009-10. Stiff competition in mobile segment resulting in lowering of tariffs, high employee cost and absence of 4G services (except at few places) in the data-centric telecom market are the main reasons for its losses.

Details of losses incurred by BSNL during the last three years are as under:

(in Rupees crore)			
Profit/(Loss) incurred by	2017-18	2018-19	2019-20
BSNL	(7,993)	(14,904)	(15,500)

The Government approved a revival plan for BSNL on 23.10.2019. The revival plan, inter-alia includes reduction in employee costs through a Voluntary Retirement Scheme (VRS) for the employees of age 50 years and above, administrative allotment of spectrum for 4G services with funding through budgetary allocation, debt restructuring by raising of sovereign guarantee bonds, and monetisation of assets to generate resources for retiring Debt, CAPEX and other requirements.

(d) Does not arise.

(e) Though no specific data is available regarding complaints of poor network of BSNL BTS in the district Narsinghpur - Hoshangabad of Madhya Pradesh, a reference from Shri Uday Pratap Singh, Hon'ble Member of Parliament (MP) (Lok Sabha) regarding problems in the mobile network at Village-Lolari, Tehsil-Tendukheda, District-Narsinghpur was received in BSNL. Reply in the matter has been sent to Hon'ble MP.

Annexure to reply to part-(a) to (c) of Lok Sabha Unstarred Question No.419 for answer on 03.02.2021.

State/UT Name	Number of wireless subscribers as on			
	31.03.2018	31.03.2019	31.03.2020	30.09.2020
Andhra Pradesh	67,99,691	68,80,040	67,84,672	67,33,052
Arunachal Pradesh	3,43,828	2,81,460	2,31,753	1,93,647
Assam	19,64,401	25,60,859	27,90,779	28,88,111
Bihar	31,26,849	32,38,116	40,98,777	43,04,764
Chhattisgarh	20,14,065	20,86,068	21,82,121	21,60,710
Goa	1,86,264	1,86,872	1,77,239	1,70,958
Gujarat	57,83,303	59,38,961	60,88,212	60,85,164
Haryana	44,76,401	49,28,753	50,03,797	50,73,981
Himachal Pradesh	25,71,438	28,22,517	29,91,601	29,88,503
Jharkhand	13,03,175	13,28,221	15,29,549	15,70,455
Karnataka	72,18,971	71,97,784	73,18,035	72,56,391
Kerala	1,04,50,626	1,08,22,426	1,08,65,227	1,08,75,673
Madhya Pradesh	40,05,529	40,95,262	41,86,829	41,42,605
Maharashtra	69,24,057	70,17,225	68,74,289	69,12,764
Manipur	2,07,019	1,44,912	1,19,092	99,509
Meghalaya	2,55,554	3,30,666	3,17,123	3,21,149
Mizoram	2,15,994	2,58,665	2,23,825	2,33,861
Nagaland	1,61,836	1,32,317	1,03,373	86,377
Odisha	54,19,714	57,47,860	62,27,956	63,57,676
Punjab	52,14,350	53,23,075	56,00,420	56,66,601
Rajasthan	55,38,975	59,07,492	62,71,217	63,56,489
Sikkim	40,086	41,373	62,754	65,513
Tamil Nadu	1,08,88,449	1,18,21,433	1,24,53,449	1,08,23,645
Telangana	33,27,118	32,91,557	30,95,804	30,48,442
Tripura	4,08,055	4,53,924	4,27,337	4,33,063
Uttar Pradesh	1,62,69,305	1,63,01,904	1,61,26,734	1,61,58,101
Uttarakhand	13,59,563	14,85,056	15,31,499	15,35,811
West Bengal	28,39,786	30,90,899	41,79,504	45,02,970
Union Territories				
Andaman & Nicobar Islands	3,17,487	2,59,288	2,27,695	2,09,372
Chandigarh	1,32,173	1,29,389	1,78,940	1,90,061
Dadar & Nagar Haveli and Daman & Diu	26,943	19,825	23,078	24,328
Delhi	-	-	-	-
Jammu & Kashmir	15,93,836	12,42,060	12,57,282	9,98,438
Ladakh	-	-	-	2,56,510
Lakshadweep	71,289	68,192	79,066	76,123
Puducherry	2,23,353	3,08,114	2,43,095	1,89,840
Total	11,16,79,483	11,57,42,565	11,98,72,123	11,89,90,657

Wireline subscribers of M/s BSNL State/UT-wise as on

State	31.03.2018	31.03.2019	31.03.2020	30.09.2020
Andhra Pradesh	608909	549575	425528	381506
Arunachal Pradesh	23944	23881	23026	20984
Assam	134580	111518	95015	88179
Bihar	136697	110606	86643	81291
Chhattisgarh	127420	122634	114261	59830
Goa	107567	96580	81710	75640
Gujarat	1040860	999719	637948	538718
Haryana	239944	209003	175363	151169
Himachal Pradesh	120440	110078	94579	85059
Jammu & Kashmir	115678	102447	120470	
Jharkhand	122258	104909	59679	55160
Karnataka	1104785	1021570	863720	816343
Kerala	1862708	1779169	1441280	1275022
Madhya Pradesh	538285	527960	244156	228365
Maharashtra incl. Mumbai	1150698	987482	796102	758881
Manipur	20757	20379	17930	8907
Meghalaya	18330	17631	14927	13927
Mizoram	15097	13700	11254	10102
Nagaland	11787	7775	5873	5456
Odisha	265031	223052	185731	162307
Punjab	395839	330996	259499	219532
Rajasthan	504786	439056	356233	299894
Sikkim	6694	6407	5139	5060
Tamil Nadu incl. Chennai	1493481	1380516	1129003	1011655
Telangana	445415	410769	328580	290098
Tripura	22009	20515	17944	16683
Uttar Pradesh (UPE+UPW)	568962	530540	414600	297740
Uttarakhand	103452	92747	73173	58906
West Bengal incl. Kolkata	810868	678505	530140	513338
Union Territories				
Andaman & Nicobar Islands	16529	17095	16570	16855
Chandigarh	71649	63363	54735	48975
Dadar & Nagar Haveli	3990	4076	2227	4791
Daman & Diu	5666	5628	3551	
Delhi	0	0		0
Lakshadweep	6229	4401	4312	4303
Puducherry	46047	43397	36202	33055
Jammu & Kashmir (including Ladakh)				102635
TOTAL	122,67,391	111,67,679	87,27,103	77,40,366

Internet Subscribers of M/s BSNL, Telecom Service Area-wise as on

Telecom Service Area	30.09.2020	31.03.2020	31.03.2019	31.03.2018
Andhra Pradesh	3355151	3445908	2959512	3095376
Assam	350009	340472	416786	418984
Bihar	963361	805688	691555	884848
Delhi	0	0	0	0
Gujarat	1733518	1682894	1770482	1718070
Haryana	966303	894073	895074	927060
Himachal Pradesh	384958	368714	394071	515126
Jammu & Kashmir	287942	276421	280152	328699
Karnataka	2221846	2321672	2384967	2590699
Kerala	4262729	4228860	4370675	3966300
Kolkata	906002	880780	828837	847939
Madhya Pradesh	1690829	1619494	1821156	2001629
Maharashtra	2808582	2625811	2581984	2638142
North East	420762	425055	431817	440635
Orissa	1107510	1152479	1249985	1258121
Punjab	1364586	1319319	1255931	1349452
Rajasthan	1510691	1427894	1365539	1469606
Tamil Nadu	3923374	4083344	3448217	3710914
UP (East)	1324980	1323973	1330348	1594999
UP (West)	1130213	1052381	1051594	1147770
West Bengal	649006	632644	569175	509849
Grand Total	3,13,62,352	3,09,07,876	3,00,97,857	3,14,14,218
