GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO. 2875
TO BE ANSWERED ON 15TH DECEMBER, 2021

SURRENDER OF PHONE CONNECTIONS

2875. SHRI VIJAYAKUMAR (ALIAS) VIJAY VASANTH:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether number of subscribers of Government owned BSNL and MTNL have surrendered their mobile and landline phone connections owing to their poor quality of service and stiff competition from private operators;

(b) if so, the details and the number of subscribers who have surrendered their phone connections as also applied for new connections during the last three years, year/State/UT and company-wise;

(c) whether BSNL and MTNL have taken any steps to restore their market share;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)

(a) & (b) The landline and mobile services provided by Bharat Sanchar Nigam limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are in general working satisfactory and are meeting most of the Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI) in their Licensed Service Areas (LSA). The details of surrendered landline and mobile connections is at Annexure-I and Annexure-II respectively. The details of gross landline and mobile connections is at Annexure-III and Annexure-IV respectively.

(c) to (e) BSNL and MTNL augment their networks based on techno-commercial considerations. These PSUs have rationalized their tariff plans and tied up with different channel partners to improve their services and market share.
## Annexure-I

### Landline connection surrendered during last three years

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Annexure to part-(b) of the Lok Sabha Unstarred Question No. 2875 for 15.12.2021

Mobile connection surrendered during last three years

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## Annexure to part-(b) of the Lok Sabha Unstarred Question No. 2875 for 15.12.2021

Gross landline connection provided during last three years

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## Annexure to part-(b) of the Lok Sabha Unstarred Question No. 2875 for 15.12.2021

### Gross mobile connections provided during last three years

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