

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2875  
TO BE ANSWERED ON 15<sup>TH</sup> 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****Annexure to part-(b) of the Lok Sabha Unstarred Question No. 2875 for 15.12.2021**

<b>Landline connection surrendered during last three years</b>			
<b>Circle/State</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
<b>BSNL</b>			
Andaman & Nicobar	2479	2424	3098
Assam	31544	24095	18768
Bihar	31323	34157	23025
Jharkhand	29641	24671	15497
North East	18875	20195	28021
Odisha	67160	51959	48454
West Bengal	164437	159756	132975
Chhattisgarh	14986	14020	64832
Gujarat	100573	400543	191848
Maharashtra	232779	243044	189010
Madhya Pradesh	35386	297276	49502
Haryana	66161	58846	66107
Himachal Pradesh	23736	23629	26206
Jammu & Kashmir	25738	18030	41665
Punjab	115772	106652	108967
Rajasthan	109180	106406	128185
Uttar Pradesh	86393	132885	177590
Uttarakhand	21684	25224	29225
Andhra Pradesh (Including Telangana)	193413	251489	219966
Kerala	150394	376822	463047
Karnataka	144421	202450	215140
Tamilnadu	200986	301405	346726
<b>MTNL</b>			
Delhi	63537	49945	83950
Mumbai	83236	86239	116233

**Annexure-II**

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

<b>Mobile connection surrendered during last three years</b>			
<b>Circle/State</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
<b>BSNL</b>			
Andaman & Nicobar	63858	46326	68032
Assam	61390	46169	86201
Bihar	980919	251817	862049
Jharkhand	358990	26076	48110
North East	216308	215589	37333
Odisha	1128867	568253	535321
West Bengal	739302	222822	460945
Haryana	277584	1030223	836481
Himachal Pradesh	92331	86965	85082
Jammu & Kashmir	598650	244327	217240
Punjab	667423	633398	698754
Rajasthan	833883	1073454	960293
Uttar Pradesh	2753011	3028565	2461766
Uttarakhand	218493	162189	279781
Andhra Pradesh (Including Telangana)	1412992	1780833	1210532
Karnataka	1088278	695433	435910
Kerala	856140	1118234	729365
Tamilnadu	1402280	1019452	1976246
Maharashtra	965188	1420240	1262724
Madhya Pradesh	613308	668422	581871
Gujarat	1203616	970997	986666
Chhattisgarh	242175	246941	262830
<b>MTNL</b>			
Delhi	81853	41201	26317
Mumbai	76228	88174	50813

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

<b>Gross landline connection provided during last three years</b>			
<b>Circle/State</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
<b>BSNL</b>			
Andaman & Nicobar	3045	1895	2838
Assam	8005	6083	3418
Bihar	14865	9664	6424
Jharkhand	7389	4969	3547
North East	8379	6040	4678
Odisha	29194	14752	8203
West Bengal	22478	14072	9757
Chhattisgarh	10200	5321	4012
Gujarat	59480	34931	15022
Maharashtra	58576	37026	23834
Madhya Pradesh	25061	12104	8510
Haryana	32630	24344	17929
Himachal Pradesh	13090	8328	7273
Jammu & Kashmir	12609	36066	8403
Punjab	42459	24991	21787
Rajasthan	43408	26249	18401
Uttarakhand	10628	5614	5317
Uttar Pradesh	30763	25037	22054
Andhra Pradesh (Including Telangana)	85640	45002	33952
Kerala	66136	39095	50671
Karnataka	41282	25096	18595
Tamilnadu	83911	44916	42060
<b>MTNL</b>			
Delhi	20477	10238	8952
Mumbai	37992	23653	6380

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

<b>Gross mobile connections provided during last three years</b>			
<b>Circle/State</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
<b>BSNL</b>			
Andaman & Nicobar	70183	45696	48320
Assam	735813	323524	244556
Bihar	1017342	1047520	963051
Jharkhand	462916	301986	189858
North East	345249	213508	121195
Orissa	1469390	1064884	806501
West Bengal	1011017	1204389	1087265
Punjab	932637	875438	842244
Haryana	986641	1047424	929409
Himachal Pradesh	343541	238548	160513
Rajasthan	1278734	1376361	1178472
Jammu & Kashmir	251078	286427	171982
Uttar Pradesh	3007051	2688460	2520062
Uttaranchal	222951	218169	158733
Andhra Pradesh (including Telangana)	1411253	1495056	985042
Karnataka	1086233	759520	464993
Kerala	1275802	1157965	670553
Tamilnadu	2187061	1683667	1280377
Gujarat	1373425	1116275	788708
Maharashtra	1042756	1289627	1009385
Madhya Pradesh	809396	649614	498850
Chhattisgarh	344107	344043	255773
<b>MTNL</b>			
Delhi	15265	9641	6160
Mumbai	38979	26698	6804

\*\*\*\*\*