

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

**LOK SABHA
UNSTARRED QUESTION NO. 3249
TO BE ANSWERED ON 23RD MARCH, 2022**

DECREASING BSNL & MTNL CUSTOMERS

†3249. DR. BHARATIBEN DHIRUBHAI SHIYAL:
SHRI RODMAL NAGAR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the number of BSNL and MTNL customer are continuously decreasing;
- (b) if so, whether the Government has inquire into the reasons in this regard;
- (c) if so, the details thereof;
- (d) the company-wise and State-wise number of mobile users at present;
- (e) the steps being taken/likely to be taken to increase the number of BSNL customers;
- (f) whether the number of subscribers is not increasing in spite of many efforts made by BSNL/ MTNL; and
- (g) if so, the reasons therefor?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (g) The mobile subscriber base of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for the last three years are as follows:

As on	Mobile Subscriber base	
	BSNL	MTNL
31.03.2019	11,57,42,565	34,53,223
31.03.2020	11,98,72,123	33,60,187
31.03.2021	11,86,28,482	32,96,021

The mobile subscriber base of BSNL has not been decreasing continuously in last 3 years. In case of MTNL, there is slight decrease due to stiff competition and lack of expansion / up-gradation of its network due to its poor financial condition

To help BSNL and MTNL to remain competitive, the Government approved a revival plan for BSNL on 23.10.2019 which inter-alia included 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 non-core and core assets to generate resources to retire debt, meet CAPEX and other requirement and debt restructuring by raising of Sovereign Guarantee Bonds.

The Licensed Service Area (LSA) wise details of mobile subscribers of BSNL and MTNL are at **Annexure.**

Annexure to reply to part-(d) of Lok Sabha Unstarred Question No. 3249 for answer on 23.03.2022.

Mobile Subscribers as on 31.12.2021	
Licensed Service Area	No of Mobile Subscribers
BSNL	
Andhra Pradesh	92,50,321
Assam	31,48,812
Bihar	60,55,483
Gujarat	55,57,094
Haryana	50,08,936
Himachal Pradesh	27,31,558
Jammu & Kashmir	13,14,310
Karnataka	68,83,854
Kerala	1,07,13,151
Kolkata	22,82,912
Madhya Pradesh	60,16,461
Maharashtra	66,26,836
North East	13,55,620
Odisha	62,30,390
Punjab	53,40,564
Rajasthan	63,39,200
Tamil Nadu	99,48,483
U.P.(E)	1,11,35,129
U.P. (W)	57,07,962
West Bengal	26,59,841
MTNL	
Delhi	21,53,573
Mumbai	11,03,707
