

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4543  
ANSWERED ON 20<sup>TH</sup> AUGUST, 2025**

**MTNL-BSNL INTEGRATION ON SERVICE**

**4543. SHRI MANICKAM TAGORE B:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has any plan for the thousands of MTNL employees post functional integration with BSNL, with regard to VRS expansion, redeployment or job losses, if so, the details thereof including the status of employees;
- (b) whether the Government has conducted any impact assessment of MTNL-BSNL integration on service quality, billing and complaint redressal for existing landline and FTTH subscribers and if so, the details thereof;
- (c) the reason for significant delay in MTNL's 4G rollout and the manner in which this will impact India's strategic goal of public-sector participation in the telecom sector;
- (d) the details of the percentage of MTNL's total subscriber base in Delhi and Mumbai which is currently using 4G along with the targeted user conversion timeline;
- (e) the details of the Rs. 6,000 crore financial support in the year 2023–24 that has been allocated specifically for MTNL's 4G infrastructure and the procurement milestones achieved; and
- (f) whether the MTNL failed to retain market share in Delhi and Mumbai despite being an early telecom player and if so, the reasons therefor including the manner in which the Government is addressing private sector dominance?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) & (b) The Union Cabinet approved Revival Packages for BSNL and MTNL in 2019, 2022 & 2023, including Voluntary Retirement Scheme (VRS) for BSNL and MTNL, among other measures. To further optimize manpower and lower HR expenses, BSNL and MTNL have been asked to formulate a comprehensive organizational restructuring and rationalization plan, with the inclusion of a comprehensive assessment of the impacts of the VRS already done.

An agreement between BSNL and MTNL has been signed, with effect from 1<sup>st</sup> January 2025, to run MTNL's telecommunication services by taking over maintenance and operational activities of MTNL on EBIDTA neutral basis.

(c) to (f) In line with Atmanirbhar Bharat initiative, BSNL has placed purchase order for indigenously developed 4G sites for pan India deployment including Delhi & Mumbai. Supply of 4G equipment has started from September 2023 and as on 31.07.2025, total 96,300 4G sites have been installed and 91,281 sites are ON-Air. The equipment is 5G upgradable from technology perspective.

Earlier, lack of 4G services, financial constraints and stiff competition in the Telecom Sector are some of the challenges which affected the market share of MTNL.

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