GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO 587
TO BE ANSWERED ON 2nd DECEMBER, 2015

SUBSCRIBER BASE OF TELECOM PSU

587. DR. A. SAMPATH:
SHRIMATI SAKUNTALA LAGURI:
SHRI CHANDRAKANT KHAIRE:
SHRI S.R. VIJAYAKUMAR:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of subscribers ported out and ported in both the PSUs due to Mobile Number Portability (MNP) during the last three years and the current year, Statewise;

(b)   the number of subscribers added to BSNL/MTNL during the last three years and the current year;

(c) whether the Government has any proposal to provide better network connectivity and improve the functioning of the broadband and mobile related complaints and also fix the responsibility for declining market share and revenue; and

(d)   if so, the details thereof?

ANSWER

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) The Licensed Service Area (LSA) wise details of subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) who ported out and ported in during the last three years and the current year are given in the **Annexure**.

(b) The number of subscribers added by BSNL & MTNL during the last three years and the current year is as mentioned below:

Nos. in lakh

Year	BSNL		MTNL	
	Land line	Mobile	Land line	Mobile
2012-13	-20.20	39.95	0.023	-8.3
2013-14	-19.60	-61.04	0.69	-16.27
2014-15	-20.80	-175.57	0.23	1.39
2015-16	-7.60 (upto Sept 2015)	41.92 (upto Oct 2015)	-0.22 (upto Sept.'15)	0.87

(c)&(d)   Government is conscious that the performance of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) needs improvement. BSNL and MTNL have been unable to invest in expansion of their networks due to financial distress. Other reasons like power supply problem, cable theft etc. are also affecting the services of BSNL and MTNL.

BSNL and MTNL are taking several steps to enhance revenues through investments to strengthen their network and focus on customer care and service delivery to improve quality of service. These include:-

- Broadband network is continuously monitored through automated tools like IP tester and Cacti & corrective action is taken.
- Broadband network operation centre is manned 24x7. Links are monitored & traffic is optimized.
- Attending Network faults promptly to minimize the downtime and customer complaints.
- To provide better network connectivity, BSNL has planned to add 6.3 millon Global System of Mobile communication (GSM) lines capacity in its network during the year 2015-16.
- MTNL is planning to provide the backhaul media connectivity of existing mobile tower sites in Delhi & Mumbai on Optical Fiber Cable (OFC) network in place of Microwave network.
- In order to improve the Quality of Mobile Service (QOS), the BSNL & MTNL are augmenting their mobile network progressively so as to enhance coverage capacity and to further improve the Quality of Service.
- BSNL & MTNL are also optimizing their network continuously for improvement of performance.
- There is some congestion in certain pockets and augmentation of capacity is required. To address the same, the BSNL has initiated the action for expansion of Global System of Mobile communication (GSM) lines under Phase VII project and the roll out of the same is under process.
- BSNL is also continuously working to improve Land line broadband services to its customers by continuous up gradation of International bandwidth as soon as the usage reaches a threshold level.
- BSNL has deployed centralized state of art Information Technology infrastructure to extend customer care facility and better quality of services on PAN-India basis to the customers of BSNL.
- Based on traffic growth, BSNL is constantly updating the requirements of various Broadband network elements in the system. For improving broadband services, BSNL has installed Google caching servers at 13 locations and done peering with Google at 3 locations for 110 GB capacity. Also Akamai caching servers were installed for 100 GB capacity. Also, BSNL has upgraded 47 Broadband Network Gateways (BNGs) in Broadband network for higher capacity.

Annexure

Licensed Service Area (LSA) wise details of subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) who ported out and ported in during the last three years and the current year

SI No	LSA	January to December 2012		January to December 2013		January to December 2014		January to October 2015	
		Ported In	Ported Out	Ported In	Ported Out	Ported In	Ported Out	Ported In	Ported Out
1	Andhra Pradesh including Telangana	160,304	184,959	95,172	214,953	95,727	239,403	135,146	206,128
2	Assam	2,973	5,840	3,228	5,029	1,828	8,019	2,292	8,504
3	Bihar including Jharkhand	8,469	22,139	10,249	28,115	4,938	41,091	18,865	50,300
4	Gujarat	38,066	85,595	42,688	106,294	57,218	130,079	52,529	101,667
5	Haryana	39,441	92,918	57,914	75,726	97,269	85,300	124,469	86,940
6	Himachal Pradesh	3,012	9,227	2,621	10,156	5,655	11,600	6,052	9,596
7	Jammu & Kashmir	481	322	749	265	438	954	521	2,249
8	Karnataka	108,961	98,269	66,660	85,469	45,391	149,691	92,759	120,808
9	Kerala	269,613	77,318	219,887	77,640	211,165	117,464	153,202	108,587
10	Kolkatta Telecom District	5,452	18,469	6,850	23,537	-124	24,281	5,869	18,300
11	Maharashtra	35,729	93,130	28,117	109,964	40,914	153,174	39,074	121,840
12	Madhya Pradesh including Chhatisgarh	28,191	48,656	22,147	50,587	38,355	83,394	89,993	72,153
13	North East-1 including North East-2	923	1,163	681	1,245	741	1,312	859	2,663
14	Odisha	27,695	20,064	20,879	17,710	14,669	25,713	25,101	26,623
15	Punjab	44,667	133,726	65,317	78,532	93,531	101,683	73,948	87,347

16	Rajasthan	35,949	186,874	57,537	127,142	84,674	154,809	69,521	125,863
17	Tamil Nadu including Chennai	116,322	81,638	94,243	101,453	117,186	127,626	119,073	121,713
18	Uttar Pradesh-East	31,950	74,736	32,444	50,951	38,629	75,353	55,918	67,332
19	Uttar Pradesh-West including Uttrakhand	27,668	45,810	28,741	41,271	38,288	58,369	49,629	50,769
20	West Bengal	7,232	28,696	9,226	34,921	3,468	62,325	10,316	74,413
21	Delhi (MTNL)	19,498	40,812	8,395	45,180	9,475	41,075	8,259	32,090
22	Mumbai (MTNL)	5,882	30,465	7,933	33,004	14,770	35,647	11,815	30,803
	Total	**993,098**	**1,309,549**	**865,350**	**1,240,960**	**989,960**	**1,651,640**	**1,125,136**	**1,463,795**

North East-I includes Meghalaya, Tripura and Mizoram
North East-2 includes Arunachal Pradesh, Manipur, Nagaland

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