

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO 640
TO BE ANSWERED ON 2nd December, 2015
BSNL AND MTNL TELECOM SERVICES**

†640. SHRI KANWAR SINGH TANWAR:

SHRI RAMA KISHORE SINGH:

SHRI RAHUL SHEWALE:

SHRI BIDYUT BARAN MAHATO:

SHRI B.N. CHANDRAPPA:

COL. SONARAM CHOUDHARY:

SHRI ANOOP MISHRA:

SHRI PRATHAP SIMHA:

DR. SHRIKANT EKNATH SHINDE:

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

- (a) whether Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have received complaints regarding unsatisfactory mobile network, slow speed and irregular internet broadband services in several telecom circles/States;
- (b) if so, the details thereof and the number of such complaints received from different States during the last three years and the current year, circle-wise;
- (c) whether the tariff of mobile and internet services of these PSUs are not competitive as compared to private service providers;
- (d) if so, the details thereof and the effective measures taken by the Government to improve the services provided by these PSUs and to review the tariff structure to compete with the private players; and
- (e) the funds allocated and released by the Government for expansion of communication network capacity in various telecom services, circle-wise during the last three years and the current year?

ANSWER

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

- (a) & (b) Yes. Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) receive complaints regarding unsatisfactory mobile network, slow speed and irregular internet broadband services in several telecom circles/States. Circle wise details of complaints received by BSNL & MTNL in respect of landline broadband and Mobile services during the last three years and current year (upto September, 2015) are given in **Annexure-I & Annexure-II** respectively.

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(c) &(d) Telecom Regulatory Authority of India (TRAI) has reported that as per the existing tariff framework, tariff for telecommunication Mobile and Internet services are under forbearance except for National Roaming. The telecom service providers have the flexibility to offer different tariff plans and schemes for internet services with multiple combinations of fixed charges, usage charges, download/upload speed and validity periods. Tariff for mobile services are offered as a bouquet consisting of various components like local calls, STD, ISD, onnet/offnet calls, processing fee, free minutes/data, usage restrictions, monthly charges, roaming tariff etc. Whether a particular set of tariff is competitive or attractive, would largely depend on the requirement of the class of subscribers availing the offer. All the mobile and internet service providers including BSNL and MTNL are offering various competitive tariff schemes targeted at different classes of subscribers.

(e) Details of funds allocated and released by BSNL for expansion of communication network capacity in various telecom services, circle-wise during the last three years and the current year is given in **Annexure-III**. Details of funds allocated and released by Universal Service Obligation Fund (USOF) are given in **Annexure-IV**.

Annexure- I

Circle-wise details of Landline Broadband complaints registered in BSNL & MTNL during the last three years and current year:

Name of the Circle	2012-13	2013-14	2014-15	2015-16 (upto Sep. 2015)
BSNL				
Andaman & Nicobar	2190	3483	2096	932
Andhra Pradesh & Telangana	246340	337931	320983	212024
Assam	20175	23050	28503	19749
Bihar	29028	71832	74056	50858
Chhatisgarh	14986	14615	17615	8332
Kolkata	219139	281671	297029	163530
Chennai	255414	542541	505582	231980
Gujarat	171437	180487	152261	69590
Himachal Pradesh	19467	19810	28527	13801
Haryana	54541	48610	43313	21321
Jharkhand	23176	35037	30164	17061
Jammu & Kashmir	22895	24089	19742	9025
Kerala	349201	468122	271834	332724
Karnataka	342981	282534	174152	85514
Maharashtra	153412	246134	247279	135357
Madhya Pradesh	44084	50792	62775	38102
North East-I	9689	9282	7391	4096
North East-II	2669	3582	3085	2747
Odisha	35928	45843	44292	23925
Punjab	102593	106481	100063	48040
Rajasthan	128864	107174	73601	42688
Tamil Nadu	147441	185737	146194	75739
Uttarakhand	21990	22346	21922	11180
Uttar Pradesh-East	119095	97231	95868	46588
Uttar Pradesh-West	63922	70205	65352	33230
West Bengal	52291	59547	52273	28371
<u>MTNL</u>				
Delhi	1236173	1311648	1255530	650673
Mumbai	1182286	1262583	1379834	683286
All India	2652948	3338166	2885952	1726504

North East-I includes Meghalaya, Tripura and Mizoram

North East-2 includes Arunachal Pradesh, Manipur, Nagaland

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Annexure-

II

Details of complaints in respect of Mobile services of BSNL & MTNL during the last three years and current year:

Sl. No.	Wireless Services Call Center (WSCC) Location	Circles	2012-13	2013-14	2014-15	2015-16 (Upto Sep'15)
<u>BSNL</u>						
1	Ahmadabad	Gujarat	316254	137163	307814	158166
2	Pune	Maharashtra	336571	186098	210914	66747
3	Ajmer	Rajasthan	721492	121746	79635	66401
4	Bhopal	Chattisgarh, Madhya Pradesh	196663	685772	167568	71335
5	Bhuwaneshwar	Odisha	NA	NA	50134	71096
6	Dehradun	Uttar Pradesh (West), Uttaranchal	28594	27157	32894	28663
7	Guwahati	Assam, North East-1, North East-2	93661	20689	26684	37529
8	Jamshedpur	Jharkhand	COMBINED WSCC WITH BIHAR		8115	13750
9	Karnal	Himachal Pradesh, Haryana, Jammu & Kashmir, Punjab	281487	270627	282541	180157
10	Kolkata	Andman & Nicobar, West Bengal, Kolkata Telecom District	136011	45409	55922	18671
11	Lucknow	Uttar Pradesh (East)	126264	138499	131082	94172
12	Bangalore	Karnataka	192056	261842	204183	51923
13	Chennai	Tamilnadu	310358	517160	240222	225196
14	Hyderabad	Andhra Pradesh	237952	195551	129536	53579
15	Patna	Bihar	313685	209218	197231	51358
16	Trivendrum	Kerala	177346	689472	529795	232378
<u>MTNL</u>						
17	Delhi	Delhi	31395	23733	26401	22083
18	Mumbai	Mumbai	74747	78210	69948	28985

Details of funds allocated and authorised by BSNL during last three years and current year upto 27.11.201

S. No.	Circle	2012-13		2013-14		2014-15		2015	
		Funds Allocated	Fund Utilized	Funds Allocated	Fund Utilized	Funds Allocated	Fund Utilized *	Funds Allocated	Fund Utilized
1	Andaman & Nicobar	9.41	5.48	9.31	6.38	16.66	6.59	24.24	
2	Andhra Pradesh	460.96	272.45	384.95	202.79	303.99	207.40	416.07	
3	Assam	92.03	63.47	89.93	52.69	127.21	41.10	128.86	
4	Bihar	102.20	63.36	176.11	79.97	201.27	86.79	227.60	
5	Chhattisgarh	92.30	52.42	34.85	19.30	95.34	31.55	91.77	
6	Gujarat	155.20	96.22	122.05	67.66	237.15	125.99	272.57	
7	Haryana	169.08	104.83	197.70	85.48	128.56	90.44	156.38	
8	Himachal Pradesh	73.34	45.47	57.68	48.10	56.63	24.28	106.91	
9	Jammu & Kashmir	85.14	54.44	45.19	34.29	42.61	46.45	93.43	
10	Jharkhand	117.00	93.21	145.05	71.83	127.83	34.77	141.10	
11	Karnataka	356.27	189.23	210.62	218.73	287.18	167.28	392.99	
12	Kerala	330.62	213.54	246.83	146.66	284.90	136.17	590.59	
13	Madhya Pradesh	119.82	74.29	91.60	34.51	249.54	76.20	230.24	
14	Maharashtra	425.78	263.99	529.23	149.40	750.62	389.53	425.80	
15	North East	66.95	41.51	104.69	43.10	154.43	88.65	262.42	
16	Odisha	148.19	113.75	136.81	97.81	325.79	173.81	308.68	
17	Punjab	207.05	128.37	155.94	143.24	419.18	219.84	293.06	
18	Rajasthan	229.00	142.00	160.10	65.78	202.41	130.06	346.06	
19	Tamil Nadu	378.67	234.78	461.22	300.99	523.04	139.86	404.53	
20	Uttar Pradesh	430.65	226.41	553.16	279.68	400.57	281.41	567.62	
21	Uttarakhand				36.66	63.38	45.50	82.97	
22	West Bengal	102.75	63.70	196.77	265.20	440.92	145.35	449.92	
23	Others	1256.44	811.54	1086.23	644.12	1702.79	391.37	1782.19	
	Total	5408.85	3354.46	5196.02	3094.39	7142.00	3080.39	7795.99	

Note: 1. Others includes Projects, Maintenance, Factories, Training Centres etc.

Annexure-IV

Controller of Communication Accounts (CCA) Wise Disbursement				
(In Rupees Crore)				
CCA	2012-13	2013-14	2014-15	2015-16(upto 31.10.15)
Andaman & Nicobar	0.08	0.08	0.04	0.01
Andhra Pradesh	23.54	11.35	19.03	1.09
Assam	1.05	1.06	32.35	0.32
Bihar	6.61	8.16	4.05	1.65
CHATTISGARH	10.16	9.22	2.56	0.37
DoT (HQ)	405.00	2014.00	1948.37	783.57
GUJRAT	1.51	0.20	0.00	
HARYANA	2.23	0.39	1.17	0.92
HIMACHAL PRADESH	4.15	2.10	0.70	0.19
J&K	3.32	1.98	0.27	0.39
JHARKHAND	3.72	3.35	0.52	0.09
KARNATAKA	14.69	14.82	8.34	0.00
KERALA	3.63	3.82	3.75	0.05
MAHARASHTRA	6.23	11.45	20.39	12.88
MP	19.37	19.17	13.49	11.48
NE-I	13.68	7.44	2.30	3.95
NE-II	11.02	2.79	1.23	0.83
ORISSA	16.57	14.46	7.70	0.00
PUNJAB	6.02	6.97	8.48	3.78
RAJASTHAN	17.98	0.00	0.00	
TAMIL NADU	16.42	14.17	0.05	0.00
UP(E)	20.15	2.93	4.25	0.59
UP(W)	8.95	5.39	0.95	0.10
UTTARANCHAL	5.07	4.70	1.48	0.19
WEST BENGAL	3.85	3.46	5.52	
Grand Total	625.00	2163.45	2086.98	822.44

