

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

**LOK SABHA
UNSTARRED QUESTION NO. 2817
TO BE ANSWERED ON 10TH JULY, 2019**

REVIVAL PLANS FOR BSNL

**2817. DR. PRITAM GOPINATHRAO MUNDE:
SHRI S. VENKATESAN:
DR. SHRIKANT EKNATH SHINDE:
SHRI GIRISH BHALCHANDRA BAPAT:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the landline, mobile and internet services provided by the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are deteriorating day by day resulting in shifting of consumers to other service providers, if so, the facts thereof;
- (b) whether both the companies are running in heavy loss despite having huge infrastructure and if so, the steps taken to provide revival package to BSNL;
- (c) whether BSNL is unable to make/ has not made payments for their electricity bills for energy utilised for their towers resulting in disruption and collapse of telecom services in various part of the country, particularly in Maharashtra;
- (d) if so, the details thereof including the number of non-functional telephone exchanges and mobile towers, if any, due to non-payment of the said electricity bills, State/UT-wise; and
- (e) whether the Government has received any representations/letters from the Members of Parliament with regard to the revival of BSNL during the last three years and if so, the details thereof and the action taken by the Government thereon?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

(a) No Sir, Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs).

As per latest PMR issued by TRAI for the quarter ending March 2019, BSNL is meeting all the benchmarks for Basic (Wireline) and Broadband Services. For Cellular Mobile Telephone Service, BSNL is meeting the benchmark for all the parameters in all of its Licensed Service Areas (LSAs) except for the parameter “Network QoS DCR Spatial distribution measure or DCR Network_QSD (90,90) (benchmark 2%)” and “Network QoS

DCR temporal distribution measure or DCR Network_QTD (97,90) (benchmark $\leq 3\%$)” in West Bengal Service area only.

MTNL is meeting all QoS parameters of Basic (Wireline), Cellular Mobile and Broadband Services in both of its LSAs i.e. Delhi and Mumbai except for the parameter “% of faults repaired within 5 days” (benchmark 100%) in wireline Service in Delhi LSA only.

Total market share (wireline and mobile) of BSNL and MTNL during last three years are as under:

Market Share (in %age) as on			
PSU	31.03.2017	31.03.2018	31.03.2019
BSNL	9.63	10.26	10.72
MTNL*	7.37	7.16	6.95

* Market share of MTNL in its Licensed Service Areas only.

Detail of port-in and port-out mobile consumers of BSNL and MTNL is as under:

Year	BSNL		MTNL	
	Port in	Port out	Port in	Port out
2016-17	27,77,935	20,61,542	17,886	97,249
2017-18	41,32,600	34,96,128	8,702	1,81,160
2018-19	53,64,649	28,27,440	10,195	1,35,104

(b) BSNL and MTNL have been incurring losses continuously since financial year 2009-10. Indian Institute of Management, Ahmedabad and a private consultant were engaged to facilitate the preparation of revival/restructuring plan of BSNL and MTNL. Pursuant to their recommendations and approval by their respective Boards, a comprehensive revival plan for BSNL and MTNL is under preparation.

(c) & (d) State/circle wise details of non-functional telephone exchanges and mobile towers of BSNL due to non-payment of electricity bills is at **Annexure**.

(e) Department of Telecommunications has received several representations/ letters regarding revival of BSNL from Members of Parliament (MPs). Action has already been initiated by the DoT and a comprehensive revival plan for BSNL and MTNL is under preparation.

Annexure referred to in Part (c) and (d) of the Lok Sabha Unstarred Question No.2817 for Answer on 10.07.2019

S.No	State/Union Territory	Non- Functional telephone Exchange due to non payment of Electricity bills	Non- Functional mobile towers due to non payment of Electricity bills
1	Andhra Pradesh	0	11
2	Arunachal Pradesh	0	0
3	Assam	0	11
4	Bihar	0	14
5	Chhattisgarh	0	0
6	Goa	0	0
7	Gujarat	3	17
8	Haryana	13	3
9	Himachal Pradesh	0	0
10	Jammu & Kashmir	0	19
11	Jharkhand	0	0
12	Karnataka	156	120
13	Kerala	0	0
14	Madhya Pradesh	0	0
15	Maharashtra	178	208
16	Manipur	1	36
17	Meghalaya	1	6
18	Mizoram	1	0
19	Nagaland	5	5
20	Odisha	0	0
21	Punjab	0	2
22	Rajasthan	0	0
23	Sikkim	0	0
24	Tamil Nadu	1	111
25	Telangana	13	76
26	Tripura	0	0
27	Uttar Pradesh	132	391
28	Uttarakhand	0	3
29	West Bengal	20	50
30	Andaman & Nicobar Islands	0	0
31	Chandigarh	0	0
32	Dadar Nagar Haweli	0	0
33	Daman and Diu	0	0
34	Delhi	0	0
35	Lakshadweep	0	0
36	Pondyicherry	0	0
	Total	524	1083
