

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

**LOK SABHA  
UNSTARRED QUESTION NO.2496  
TO BE ANSWERED ON 26<sup>TH</sup> DECEMBER, 2018**

**PERFORMANCE OF BSNL AND MTNL**

†2496. SHRI KAUSHALENDRA KUMAR:  
SHRIMATI NEELAM SONKER:  
SHRI M. CHANDRAKASI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has reviewed the performance of BSNL and MTNL and if so, the details and the outcome thereof;
- (b) the financial performance including the profit earned by them during each of the last three years and the current year, State/UT-wise;
- (c) the market percentage share of BSNL and MTNL in terms of number of landline and mobile phone connections during the same period alongwith the reasons for decline reported, if any, in its customer base on account of poor services;
- (d) whether services and connectivity of the said public sector Telecom Service Providers (TSPs) have deteriorated in comparison to private TSPs and if so, the details thereof and the reasons therefor;
- (e) whether the BSNL network connectivity is reportedly very poor in Bihar and various other states of the country and if so, the details thereof, State/UT-wise; and
- (f) the efforts made by the Government to improve the quality of services of BSNL and MTNL to enable them to compete with the private TSPs?

**ANSWER**

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &  
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI MANOJ SINHA)**

(a) & (b) During the current FY 2018-19 (upto 30.09.2018) BSNL's Revenue, Expenditure and Profit(Loss) are Rs.11115 Crore, Rs.15959 Crore and Rs.(4844) Crore respectively. During the current FY 2018-19 (upto 30.09.2018) MTNL's Revenue, Expenditure and Profit(Loss) are Rs.1229 Crore, Rs.3031 Crore and Rs.(1802) Crore respectively. State/UT-wise details of financial performance including the profit earned by BSNL and MTNL during each of the last three years and the current year, are at **Annexure-I.**

(c) The market share of BSNL and MTNL in terms of number of landline and mobile phone connections during the last three years are as under:

S. No.	As on	Percentage of Market Share of BSNL and MTNL					
		Wireline Connections		Mobile Connections		Total Connections	
		BSNL	MTNL	BSNL	MTNL	BSNL	MTNL
1	31.03.2016	58.63	56.42	9.66	4.50	9.59	8.29
	31.03.2017	56.15	55.27	9.97	4.03	9.63	7.37
	31.03.2018	54.42	54.13	11.51	3.94	10.26	7.16
	30.09.2018	52.64	53.41	12.64	3.99	10.48	7.23

*Note: The percentage of market share of BSNL & MTNL is as per their areas of operation.*

The market share of BSNL in respect of mobile phone connection has increased marginally. However there is marginal decline in land line connection which was due to general trend of shift of landline customers towards more handy and cheaper mobile phones.

There is a marginal decline in the market share of MTNL with respect to wireless and wireline services due to highly competitive market as well as lack of funds for upgradation/ expansion of its network.

(d) & (e) As per Performance Monitoring Report (PMR) of TRAI for the quarter ending September 2018, BSNL is meeting the benchmarks for all the Quality of Service (QoS) parameters in all the LSAs including Bihar, Uttar Pradesh and Tamil Nadu for Cellular Mobile Telephone Services, except the parameters for assessing call drop viz “Network QoS DCR Spatial distribution measure or DCR Network\_Q<sub>SD</sub> (90,90) (benchmark 2%)”, and “Network QoS DCR temporal distribution measure or DCR Network\_Q<sub>TD</sub> (97,90) (benchmark ≤ 3%)”, in West Bengal LSA only. Whereas, Mahanagar Telephone Nigam Limited (MTNL) is meeting all QoS parameters in its LSAs i.e. Delhi and Mumbai.

(f) Steps taken by BSNL and MTNL to improve the quality of their services to enable them to compete with the private TSPs are at **Annexure-II**.

**Annexure-I**

Details of financial performance including the profit earned by BSNL and MTNL during the financial year 2017-18 :

(Rs in Crores)				
S.No.	State/Circle	Revenue	Expenditure	Profit(Loss)
	<b>BSNL</b>			
1	Andaman & Nicobar	219	62	158
2	Andhra Pradesh	2143	2939	(796)
3	Assam	324	629	(305)
4	Bihar	529	872	(343)
5	Chhattisgarh	363	437	(74)
6	Chennai TD	748	946	(198)
7	Gujarat	1229	1852	(623)
8	Haryana	629	803	(175)
9	Himachal Pradesh	291	406	(115)
10	Jammu & Kashmir	343	375	(33)
11	Jharkhand	450	629	(180)
12	Karnataka	2080	2306	(225)
13	Kerala	2642	2268	373
14	Kolkata TD	567	981	(414)
15	Madhya Pradesh	704	1148	(444)
16	Maharashtra	3029	3044	(15)
17	North East-I	149	271	(122)
18	North East-II	174	255	(80)
19	Odisha	774	863	(89)
20	Punjab	1014	1267	(253)
21	Rajasthan	913	1410	(497)
22	Tamil Nadu	1845	2246	(401)
23	Uttar Pradesh (East)	1119	1671	(552)
24	Uttar Pradesh (West)	602	1024	(422)
25	Uttarakhand	240	340	(100)
26	West Bengal	509	981	(472)
	<b>MTNL(Delhi &amp; Mumbai)</b>	3116	6089	(2973)

Details of financial performance including the profit earned by BSNL and MTNL during the financial year 2016-17:

(Rs in Crores)				
S.No.	State/Circle	Revenue	Expenditure	Profit(Loss)
	<b>BSNL</b>			
1	Andaman & Nicobar	191	65	126
2	Andhra Pradesh	2617	3042	(425)
3	Assam	511	633	(122)
4	Bihar	550	959	(409)
5	Chhattisgarh	445	419	26
6	Chennai TD	973	956	17
7	Gujarat	1521	1982	(460)
8	Haryana	800	860	(60)
9	Himachal Pradesh	374	429	(55)
10	Jammu & Kashmir	462	432	30
11	Jharkhand	435	611	(177)
12	Karnataka	2312	2473	(161)
13	Kerala	3177	2454	723
14	Kolkata TD	697	1029	(332)
15	Madhya Pradesh	961	1199	(238)
16	Maharashtra	3391	3279	112
17	North East-I	218	324	(106)
18	North East-II	195	263	(67)
19	Odisha	928	902	27
20	Punjab	1366	1304	62
21	Rajasthan	1196	1476	(280)
22	Tamil Nadu	2177	2357	(180)
23	Uttar Pradesh (East)	1490	1928	(439)
24	Uttar Pradesh (West)	763	1162	(398)
25	Uttarakhand	270	360	(90)
26	West Bengal	886	1165	(279)
	<b>MTNL(Delhi &amp; Mumbai)</b>	3552	6493	(2941)

Details of financial performance including the profit earned by BSNL and MTNL during the financial year 2015-16 :

(Rs in Crores)				
S.No.	State/Circle	Revenue	Expenditure	Profit(Loss)
	<b>BSNL</b>			
1	Andaman & Nicobar	158	73	85
2	Andhra Pradesh	2572	3231	(660)
3	Assam	469	690	(221)
4	Bihar	474	979	(505)
5	Chhattisgarh	343	406	(63)
6	Chennai TD	975	1014	(39)
7	Gujarat	1501	2023	(522)
8	Haryana	804	869	(64)
9	Himachal Pradesh	412	489	(77)
10	Jammu & Kashmir	459	448	12
11	Jharkhand	271	513	(241)
12	Karnataka	2498	2441	57
13	Kerala	3059	2475	584
14	Kolkata TD	693	1103	(410)
15	Madhya Pradesh	1011	1253	(242)
16	Maharashtra	2931	3560	(629)
17	North East-I	204	364	(160)
18	North East-II	327	407	(80)
19	Odisha	930	899	31
20	Punjab	1119	1381	(262)
21	Rajasthan	1354	1504	(150)
22	Tamil Nadu	2161	2491	(330)
23	Uttar Pradesh (East)	1524	2100	(575)
24	Uttar Pradesh (West)	794	1208	(413)
25	Uttarakhand	288	374	(87)
26	West Bengal	580	1108	(528)
	<b>MTNL(Delhi &amp; Mumbai)</b>	3513	6351	(2838)

**Steps taken by BSNL:**

1. BSNL is augmenting its mobile network progressively so as to enhance coverage, capacity and to further improve the Quality of Service. BSNL is also optimizing its network continuously for its performance.
2. Focus has been given to continuous drive test and optimization of the network. Quality of mobile services of BSNL is comparable to other telecom service providers of the country.
3. BSNL continuously surveys for the low signal area and take corrective measures.
4. Node B ip-fication in all circles are being done for improving data speed of CMTS network.
5. Mechanism has been introduced in order to monitor day-to-day call drop status in BSNL on PAN INDIA basis. In case any deviation in call drop is observed, immediate remedial action is taken to smoothen the same.
6. Round the clock Toll free compliant booking mechanism. A stringent monitoring procedure is being adopted for prompt and timely clearance of customer complaints through exclusive section at all level of organization.
7. Provision of ring system for exchanges for redundancy in connectivity.
8. Since the Fixed land line faults mainly occur due to damage of UG cable during road works, all circles/field units have been asked for close coordination with the Local bodies, PWD, Water Authority and NHAI authorities. In addition, regular patrolling of important cable routes is done to prevent cable thefts/cable damages.
9. Monitoring of the network has also been strengthened to ensure further improvement in Quality of Service.
10. Timely availability of store items like cable, drop-wire to field units of BSNL to maintain and improve the network.
11. Rehabilitation of outdoor network is under process to reduce the landline faults.
12. The exchanges failure due to OFC faults and Local cable breakdown is attended quickly.

**Steps taken by MTNL:**

1. MTNL has undertaken the task of improving its mobile network in Delhi and Mumbai to improve the downlink speed of 21.1 Mbps & uplink speed of 5.76 Mbps from 3.6 Mbps & 384 Kbps respectively.
2. Redeployment of Digital Subscribers Line Access Modules (DSLAMs) of existing wireline broadband network near to the subscriber premises thereby reducing copper length and enhancing the quality of broadband service.
3. Introduction of new policy to engage partners on revenue share basis to extend its FTTH services, to provide high speed broadband services to its customers.
4. MTNL has signed an MoU with New Delhi Municipal Corporation Smart City Limited (NDMCSCCL) on 18.08.2017, with the objective to provide various services like FTTH, Public Wi-Fi for making NDMC area as a SMART City.
5. Download Speed of Broadband subscribers is being upgraded to 8 Mbps progressively without any additional cost depending upon feasibility and line parameters.
6. Upgradation of outdoor network by refurbishing of Pillars and DPs is planned in phased manner to minimise the faults.
7. To improve copper pair quality, old drop wire was replaced with twisted drop wire and thermo sleeves have been put on open joints.
8. Proactive Monitoring of Broadband Faults.

\*\*\*\*\*