

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:335
ANSWERED ON:13.08.2003
DECREASE IN LANDLINE PHONE CONNECTIONS
AVTAR SINGH BHADANA

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

- (a) whether the Mahanagar Telephone Nigam Limited (MTNL) and the Bharat Sanchar Nigam Limited (BSNL) have witnessed a decrease in the number of landline telephone connections during the last one year;
- (b) if so, the details thereof, State-wise, with respect to BSNL connections;
- (c) the details of telephone connections that have been either surrendered or disconnected in Delhi, Mumbai during the above period;
- (d) whether decline in landline telephone connections of MTNL and BSNL is attributed to the poor service provided by them; and
- (e) if so, the steps the Government propose to take to improve their services in the country?

Answer

THE MINISTER OF COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (e) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 335 FOR 13TH AUGUST, 2003 REGARDING DECREASE IN LANDLINE PHONE CONNECTIONS.

(a) No, Sir. MTNL and BSNL did not witness any decrease in number of landlines (including WLL) during the year 2002-03. The number of landlines (including WLL) of the two PSUs as on 31.3.2002 and 31.3.2003 is as follows:

Unit	Status of landline as on 31.3.2002 (in lacs)	Status of landline as on 31.3.2003 (in lacs)	Growth during 2002-03 (in lacs)
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MTNL	45.42	46.90	1.48
BSNL	334.01	359.33	25.32

(b) Does not arise in view of (a) above.

(c) Number of telephones surrendered or disconnected in Delhi and Mumbai during the year 2002-03 are:

Delhi	-	1,51,558
Mumbai	-	2,08,606

(d) & (e): No, Sir. Probable reasons for disconnection/surrender of landline include:

- Switching from landlines to cellular phones
- Surrendering of extra telephones due to improved availability and reliability of phones
- Surrender of OYT and Tatkal Category telephones to get refund of deposit on account of improved availability of telephones in general category
- Partial migration to private operators
- Disconnection in a particular SSA for shift to another SSA (which is treated as surrender of telephone for the outgoing SSA, also known as All India Shift)
- Certain businesses not performing too well financially resulting in surrenders.

MTNL and BSNL have initiated several measures to further improve their services. These are aimed at improving reliability and making the services customer friendly & competitive.