

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

STARRED QUESTION NO:323  
ANSWERED ON:27.07.2009  
BSNL MOBILE SUBSCRIBERS  
Patel Shri Devji

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

- (a) the number of mobile subscribers of Bharat Sanchar Nigam Limited (BSNL) at present;
- (b) whether the growth rate in subscription has shown a downward trend during the recent years;
- (c) if so, the details thereof, State-wise and the reasons therefor; and
- (d) the steps taken/being taken by the Government to improve the situation?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (d) 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 (d) OF THE LOK SABHA STARRED QUESTION NO. 323 FOR 27TH JULY, 2009 REGARDING BSNL MOBILE SUBSCRIBERS.

(a) Sir, the number of mobile subscribers of Bharat Sanchar Nigam Limited (BSNL) as on 30th June, 2009 is 5,43,66,683.

(b) to (d) Sir, the number of BSNL's mobile connections added per year have been increasing. However, BSNL's overall growth rate of subscription for mobile connections throughout the country as a whole is showing a downward trend on year to year basis because of increase in subscriber base in the country and fierce competition in the sector.

The growth rate of BSNL mobile subscription in the financial year 2006-07, 2007-08, 2008-09 was 57%, 32% and 28% respectively. Circle-wise details are as per Annexure.

The steps taken/being taken by BSNL to improve the situation are:

# Increase in capacity of wireless network by about twenty million lines in 2009-10. This will increase the number of subscribers and improve quality of services by reducing congestion and providing value added services.

# Improving commercial services by increasing sales force and more aggressive monitoring of retailers and franchises by the use of IT tools.

# Increasing the availability of BSNL product in a larger number of outlets in the country.

# More responsiveness to customers' needs like quick activation of new connection/roaming services.