

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

UNSTARRED QUESTION NO:1624

ANSWERED ON:30.11.2009

REVIVAL PACKAGE FOR BSNL MTNL

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**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) are unable to compete with the private telecom operators;
- (b) if so, the reaction of the Government thereto;
- (c) whether the Government has formulated any comprehensive package for the BSNL and MTNL to enable them to compete with the private operators; and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a)&(b) Sir, BSNL and MTNL are strongly competing with private telecom operators continuously. However, due to intense competition and entry of new operators with aggressive tariff plans BSNL and MTNL are losing market share.

(c)&(d) To strengthen the financial health of BSNL and MTNL, the following initiatives have been taken :-

- # Augmentation of capacity to enhance the network coverage and to remove the congestion.
- # Expanding distribution channels and improving system of follow up of franchisees and retailers.
- # Developing a system of providing special premium Service Level Agreements (SLAs) for large enterprise customers and focusing on corporate accounts.
- # Improving customer care, better feedback and after sales service.
- # Developing new lines of revenue through infrastructure sharing.
- # Improving management information systems for better management and collection of revenue.