

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:5184

ANSWERED ON:05.04.2017

Service Offered by BSNL and MTNL

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**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) the mobile service quality and infrastructure of BSNL and MTNL in comparison to their private Telecom Service Providers (TSPs);
- (b) whether BSNL and MTNL have failed to attract customers as compared to their private TSPs particularly in the urban areas and if so, the details thereof and the reasons therefor along with the steps taken by the Government in this regard;
- (c) whether the Government proposes to restructure/revamp/merge the aforementioned Telecom PSUs to make them competitive and profitable and if so, the details thereof and the action taken/being taken by the Government in this regard along with the time by which the said proposal is likely to be implemented; and
- (d) whether three lakh employees of BSNL and MTNL reportedly lack required skills and if so, the details and the financial implications thereof and the steps taken by the Government in this regard?

**Answer**

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

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers, including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmarks for various quality of service parameters laid down by TRAI in the Quality of Service (QoS) Regulations issued from time to time through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers.

As per TRAI, Performance Monitoring Report(PMR):

i) for the quarter ending December 2016, for 2G services, M/s MTNL is meeting all the parameters except the parameter %age requests for Termination / Closure of service complied within 7 days (benchmark 100% within 7 days). As regards M/s BSNL, the service provider is meeting the benchmarks for all the parameters, except for the parameters, Worst affected cells having more than 3% TCH drop (benchmark < 3%) in West Bengal Service area only. Whereas M/s Aircel is not meeting the various parameters in 27 license areas, M/s Reliance Communications in GSM Services in 25 Service areas and M/s Airtel in 15 Service areas.

ii) for the quarter ending December 2016, for 3G services, M/s MTNL is meeting the benchmark for all the parameters except the parameter Point of Interconnection (POI) congestion (benchmark <0.5%). As regards M/s BSNL, the service provider is meeting the benchmarks for all the parameters, except for the parameters, Worst affected cells having more than 3% TCH (Traffic Channels) drop (benchmark < 3%) in West Bengal Service area and Worst Affected Node B's due to downtime(%age) (benchmark < 2%) in Kolkata service area. Whereas M/s Aircel is not meeting the benchmark for various parameters in 14 license areas.

As per TRAI, the infrastructure regarding number of Base Transceiver Stations (BTSs) (CDMA,2G) and Node Bs(3G) of BSNL and MTNL in comparison to the private Telecom Service Providers(TSPs) is attached as Annexure-I.

(b) As per TRAI the number of total subscribers and urban subscribers of BSNL and MTNL in comparison to the private Telecom Service Providers (TSPs) for the years 2015 and 2016 are at Annexure-II.

(c) At present, there is no proposal for merger of BSNL and MTNL.

(d) It is reported by BSNL and MTNL that the employees have the skills required to maintain the existing core network of landline/mobile services. Regular training is also given to employees from time to time in different areas.

Annexure-I

Total number of BTSs (2G, 3G and CDMA) as on 31 Dec 2015 and 31 Dec 2016

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CDMA BTSs

Service provider As on Dec-2016 As on Dec-2015

Tata 11533 12978

Sistema 8216 8214

MTNL/BSNL 9046 11303

RCL/RTL - 20645

Quadrant - 13

2G BTSs

Service provider As on Dec-2016 As on Dec-2015  
Bharti 156129 148181  
Idea 132305 122215  
Vodafone 140025 133248  
RCL/RTL 37273 37188  
Aircel 50327 48831  
MTNL/BSNL 84444 81139  
Tata 43136 42745  
Telenor 24949 24112  
Quadrant 2410 2376  
Videocon - 5070

3G BTSs (Node B)

Service provider As on Dec-2016 As on Dec-2015  
Bharti 114776 60865  
Idea 62751 44901  
Vodafone 66960 40298  
RCL/RTL 12082 10516  
Tata 13854 12471  
Aircel 17238 14928  
MTNL/BSNL 38020 30027  
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Annexure-II

Total and Urban Wireless Subscribers as on 31.12.2015  
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| Sr. No. | Companies     | No. of Subscribers | No. of urban Subscribers | % of Urban Subscribers |
|---------|---------------|--------------------|--------------------------|------------------------|
| 1       | Bharti        | 243289404          | 125,794,882              | 51.71%                 |
| 2       | Vodafone      | 193600085          | 90,864,517               | 46.93%                 |
| 3       | Idea          | 171912608          | 77,460,615               | 45.06%                 |
| 4       | Reliance      | 100890431          | 76,240,654               | 75.57%                 |
| 5       | BSNL          | 82507640           | 54,973,007               | 66.63%                 |
| 6       | Aircel        | 85632249           | 56,255,326               | 65.69%                 |
| 7       | Tata          | 60727856           | 45,089,017               | 74.25%                 |
| 8       | Telenor       | 50702396           | 35,030,290               | 69.09%                 |
| 9       | Sistema Shyam | 8006814            | 6,280,836                | 78.44%                 |
| 10      | Videocon      | 6958178            | 5,091,754                | 73.18%                 |
| 11      | MTNL          | 3614439            | 3,614,439                | 100.00%                |
| 13      | Quadrant      | 3047100            | 2,971,578                | 97.52%                 |
|         | Total         | 1010889200         | 579,666,915              | 57.34%                 |

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Total and Urban Wireless Subscribers as on 31.12.2016  
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| Sr. No. | Companies     | No. of Subscribers | Urban Subscribers | %age Urban Subscribers |
|---------|---------------|--------------------|-------------------|------------------------|
| 1       | Bharti        | 265852605          | 135,277,788       | 50.88%                 |
| 2       | Vodafone      | 204686930          | 94,742,247        | 46.29%                 |
| 3       | Idea          | 190517876          | 86,162,936        | 45.23%                 |
| 4       | Reliance      | 86544929           | 65,960,195        | 76.21%                 |
| 5       | R JIO         | 72157644           | 68,033,732        | 94.28%                 |
| 6       | BSNL          | 96787880           | 65,159,641        | 67.32%                 |
| 7       | Aircel        | 90875553           | 59,198,142        | 65.14%                 |
| 8       | Tata          | 52977786           | 39,026,401        | 73.67%                 |
| 9       | Telenor       | 54469499           | 37,917,382        | 69.61%                 |
| 10      | Sistema Shyam | 5877613            | 4,608,522         | 78.41%                 |
| 11      | MTNL          | 3625895            | 3,577,249         | 98.66%                 |
| 12      | Quadrant      | 2999158            | 2,931,721         | 97.75%                 |
|         | Total         | 1127373368         | 662,595,956       | 58.77%                 |

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