

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO-390
ANSWERED ON-26.02.2016

Poor mobile network coverage of BSNL

390 . Smt. Renuka Chowdhury

- (a) whether BSNL has lost about two crore wireless and wireline subscribers during last one year;
- (b) if so, the details thereof;
- (c) the reasons for poor mobile network coverage capacity and quality of services of BSNL; and
- (d) the steps taken by Government to increase its subscriber base by improving network coverage and quality of services?

ANSWER

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) & (b) Bharat Sanchar Nigam Limited (BSNL) has added a total of 61,34,732 mobile subscribers and lost 18,81,673 Wireline subscribers during the last one year from Feb 2015 to Jan 2016.

(c) & (d) Telecom Regulatory Authority of India (TRAI) monitors the quality of service (QoS) of all the telecom service providers including Bharat Sanchar Nigam Limited (BSNL). As per the performance monitoring report of TRAI for the quarter ending December, 2015, for cellular mobile telephone services 2G, BSNL's performance is generally comparable with other service providers. As regards Basic services (Wireline), BSNL is meeting all the parameters in all the service areas.

So far as the enhancement of mobile network coverage, capacity and quality of services is concerned, BSNL upgrades and augments its network on techno-economical consideration on a continuous basis. BSNL has taken several steps to improve its network and quality of service. Some of the steps are as follows:

- BSNL has planned to install 10,510 3G Base Transceiver Stations (BTSs) & 14,232 2G BTSs under Phase-VII GSM expansion for 15 Million lines. It has also planned to install additional 9600 3G BTSs and 5300 old BTSs in North & South Zone. This will also include replacing of 5300 old BTSs of GSM Phase I, II & III. An approximate capacity of 5 million shall be added in the GSM network of North Zone & South Zone. BSNL has already commissioned over 16.42 million lines. Out of the planned BTSs, 9829 (3G) BTSs & 12,491 (2G) BTSs are radiating (Total 22,320). This will improve 2G & 3G network coverage & data capability of 3G network.
- BSNL has planned to implement ERP (Enterprise Resource Planning) as one of the important IT initiative in two phases i.e. Phase-I Proof of Concept (POC) and Phase-2 Rollout. The ERP has been implemented in all the 49 units including eight Proof of Concept (POC) Circles .
- During this Five Year Plan (2012-17), BSNL has planned to make the entire wire line customer base network IP enabled. Next Generation Network (NGN) equipment based on the latest architecture are planned to be deployed gradually to replace the entire Circuit Switched equipments/ Digital Telephone

Exchanges.

- BSNL has set wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore and traffic from all circles has been migrated to these call centres. These call centres are accessible through toll free number 1500 (from BSNL number) and 18003451500 (from other operator numbers).
- BSNL has launched various customer centric initiatives like Night free calling, Free Roaming, increased minimum speed of broadband to 2 Mbps etc.

In addition, Department of Telecommunication (DoT) has also taken up several projects to improve the telecom network in rural and remote areas through Universal Service Obligation Fund (USOF). Some of these projects are as follows:

- To provide better mobile services in Left Wing Extremism (LWE) affected areas, USOF has awarded to BSNL to install 2199 (BTSSs).
- USOF is implementing a comprehensive telecom developing plan for the North East Region (NER) at the estimated cost of Rs.5336.18 crores. This NER scheme has following components:
 - (i) Provision of mobile services in uncovered villages.
 - (ii) Provision of seamless mobile coverage along the National Highways.
 - (iii) Augmentation of Transmission media.
- USOF is augmenting the telecom network in Andaman and Nicobar Islands and Lakshadweep Islands.
- National Optical Fibre Network (NOFN) is being implemented to connect 2.5 lakh Gram Panchayats with broadband.
