

1	2
3. M/s Deepak Fertilizers and Petrochemicals Corporation Limited	DFPCL
4. M/s Fertilizers and Chemicals Travancore Limited	FACT
5. M/s Green Star Limited	GSL
6. M/s Gujarat Narmada Valley Fertilizers Company Limited	GNVFCL
7. M/s Hindalco Industries Limited	HIL
8. M/s Krishak Bharati Cooperative Limited	KRIBHCO
9. M/s Mangalore Chemicals and Fertilizers Limited	MCFL
10. M/s MOSAIC India	MOSAIC
11. M/s Nagarjuna Fertilizers and Chemicals Limited	NFCL
12. M/s National Fertilizers Limited	NFL
13. M/s Paradeep Phosphates Limited	PPL
14. M/s Rashtriya Chemicals and Fertilizers Limited	RCF
15. M/s Shriram Fertilizers and Chemicals Limited	SFC
16. M/s Southern Petrochemicals Industries Corporation Limited	SPIC
17. M/s Tata Chemicals Limited	TCL
18. M/s Zuari Industries Limited	ZIL
19. M/s K.P.R. Fertilizers Limited	KPRL

**Initiatives to enhance market share of BSNL and MTNL**

661. SHRIMATI SHOBHANA BHARTIA:

SHRI N.K. SINGH:

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

- (a) whether the market share of BSNL and MTNL is declining continuously;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether Government has evaluated the performance of these companies; and
- (d) if so, the outcome thereof and the latest initiatives being taken to enhance their market share?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MURLI DEORA): (a) and (b) Yes, Sir. The market share of subscribers of BSNL and MTNL is declining. Market share of BSNL and the market share of MTNL (Delhi and Mumbai) during the last three years and the current year is as follows :—

Sl. No.	As on	BSNL's percentage market share	MTNL's percentage market share	
1.	31.03.2009	18.98	14.64	20.21
2.	31.03.2010	15.66	12.71	15.80
3.	31.03.2011	13.83	10.04	12.58
4.	30.06.2011	13.37	9.62*	12.17*

\*This figure is as on 31.05.2011.

The reasons for decline in market share of BSNL and MTNL are as follows :—

- Fierce competition with private telecom service providers especially in wireless services.
- Churning of fixed line subscribers, due to their preference for mobile services.

(c) and (d) BSNL and MTNL have been signing Memorandum of Understanding (MoU) with Department of Telecommunications (DoT) on yearly basis in accordance with the MoU guidelines of the Department of Public Enterprises. The review of the same is held on periodical basis. In order to improve customer services, BSNL and MTNL are taking the following steps :—

(i) BSNL

- Stepping up of service level agreement based outsourced call centres.
- Upgradation of all its customer service centres with Information Technology (IT).
- Introduction of Call Details Record (CDR) based billing and commercial and customer relations management.
- Introduction of computerized on-line customer interfaces for bill payment etc.
- Upgradation of its external plants.

(ii) MTNL

- Taking care of its customer's conveniences by opening Sanchar Haat, customer service centre.

- Increasing the points where customers can make payments.
- Appointment of Dealers and Agent and special care of Corporate Customers.
- Customer care portal, online complaint booking and tracking, etc.

**Lowering of fine imposed on a telecom company**

†662. SHRI PRABHAT JHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the fine of Rs. 50 crore imposed on a particular company, for disrupted services in 13 telecom circles from November, 2010 to February, 2011, had been reduced to Rs. 5 crore by the Ministry; and

(b) if so, the details thereof alongwith the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MURLI DEORA): (a) and (b) No, Sir. Government has not reduced the fine/penalty imposed on any particular company for disruption/interruption of mobile services. M/s Reliance Communications Limited (M/s RCL) and M/s Reliance Telecom Limited (M/s RTL) have been fined for shutting down their services during 2010-11 as per details given in Statement-I, II and III respectively (See below).

The fine has been imposed on these companies for the period of interruption in mobile services due to shutting down of services by these companies as per the provision contained in clause 2.4\* of Section-VII of USOF agreement with these companies.

Apart from above actions under the USOF agreement with these companies, the Department has also constituted a High level Committee to consider all aspects of the issues and suggest appropriate further action, if necessary under the Unified Access Service License conditions.

\*Clause 2.4 : No penalty shall be payable in case of interruption of mobile services for a period of upto 7 days in a quarter. Penalty @500/- per day shall be payable if there is interruption in services for more than 7 days in a quarter. However, if there is interruption in services for 45 days or more in a quarter, penalty shall be payable for the whole quarter.

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†Original notice of the question was received in Hindi.