

- (b) if so, the details thereof along with the salient features of the draft policy;
- (c) the manner in which the policy is likely to make the Department adopt a financially viable revenue model;
- (d) whether the legislation to regulate the operation of courier services in the country has been formulated; and
- (e) if so, the details thereof and if not, the time by when it is likely to be done?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI):

(a) No, Sir, the Government has not formulated a National Postal Policy. However, a proposal for National Postal Policy is under consideration.

(b) and (c) Does not arise in view of (a) above.

(d) No, Sir.

(e) Does not arise in view of (d) above.

#### **Losses of MTNL and BSNL**

515. SHRI ARVIND KUMAR SINGH:

SHRI ALOK TIWARI:

SHRIMATI KUSUM RAI:

SHRI PRABHAT JHA:

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

- (a) the details of revenue and expenditure of MTNL and BSNL during 2012-13, so far;
- (b) whether MTNL and BSNL have recorded losses during 2009-10, 2010-11 and 2011-12;
- (c) if so, the details thereof;
- (d) the reasons for losses to MTNL and BSNL since 2009;
- (e) whether Government would inquire into the losses of MTNL and BSNL and fix responsibility in this regard;

(f) if so, the details thereof; and

(g) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SHRIMATI) KRUPARANI KILLI): (a) The details of revenue and expenditure of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) during 2012-13, as on 31.12.2012 are as follows:—

	(Provisional figures) (In Rs. crore)	
	BSNL	MTNL
Revenue	19305	2682
Expenditure	25868	6017

(b) and (c) BSNL and MTNL have incurred losses during 2009-10, 2010-11 and 2011-12. Details of the losses incurred by BSNL and MTNL during the last three years are as follows:—

(In Rs. crore)			
	2009-10	2010-11	2011-12
BSNL	(-)1823	(-)6384	(-)8851
MTNL	(-)2611	(-)2802	(-)4110

(d) The reasons for the rising losses of BSNL and MTNL are due to decline in revenue and increase in expenditure. The reasons for the decline in revenue are as follows:—

- Fixed to mobile substitution
- Stiff competition in mobile sector.
- Payment towards 3G and Broadband Wireless Access spectrum charges resulting in reduction in interest income.
- Decrease in Average Revenue Per User (ARPU) in mobile sector.

The reason for the increase in expenditure is mainly due to large legacy work force whose wages are currently at around 50% of the revenue.

(e) to (g) Department of Telecommunications (DoT) reviews the performance of BSNL and MTNL periodically to identify and implement steps to improve their financial health. Some of the steps taken by BSNL and MTNL to improve profitability are as follows:—

**BSNL**

- Fortification of stable revenue streams through concerted focus on Broadband, Next Generation Network (NGN) voice and enterprise businesses with major focus on Government projects.
- Sustained operational focus on customer care, service delivery, service assurance revenue management and asset management.
- Sharing of Passive infrastructure along with Monetization of real estate.
- Seeking reimbursement of deficit on account of commercially non-viable services.
- Efforts to rationalize staff cost, through proposed Voluntary Retirement Scheme (VRS) aimed at reducing its workforce by 1,00,000.

**MTNL**

- Review of tariff for various products and services so as to make them customer friendly and suit various segments of the society.
- Measures to facilitate easy payment of telephone bills to meet the requirement of all segment of society.
- Online booking of different services and complaints for landline and mobile.
- Sanchar Haats in Delhi and Customer Service Centers (CSCs) at Mumbai, where customer can get various services like registration for new service, duplicate bills of cellular connection, bill payment, VCC cards etc.

In addition, the National Telecom Policy (NTP-2012) *inter-alia* envisages following role of Public Sector Units, including BSNL and MTNL:—

- To recognise the strategic importance of Telecom PSUs in nurturing/enhancing Government's intervention capabilities in matters of national

security or international importance, including execution of bilateral projects funded by Government of India.

- To encourage Public Sector Units under the DoT to identify and exploit strategic and operational synergies so that they play a significant role in service provision, infrastructure creation, and manufacturing.
- To exploit individual strengths of organisations under DoT/Department of Information Technology (DeitY) to their mutual benefit for ensuring these organisations to effectively flourish in the competitive telecom market while adequately supporting the security needs of the nation. Efforts will be made for according preferential treatment for procurement of products and services rendered by individual organisations.

**International Telecommunication Union meeting**

516. SHRI C.M. RAMESH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government placed its viewpoint in International Telecommunication Union (ITU) meeting in Dubai held in December, 2012; and

(b) whether in the meeting Government has seriously pursued the issue of content filtration so that panic creating news are not uploaded on the internet?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA): (a) The question pertains to the World Conference on International Telecommunications (WCIT-12) on revision of International Telecommunication Regulations (ITRs) held in Dubai during 3-14th December at Dubai by International Telecommunication Unit (ITU). The Government submitted its view point in the conference.

(b) The Content Filtration does not fall within the purview of WCIT-12 and ITRs, and there is no proposal or document for discussion on the issue of content regulation or filtration in the conference. Further, the final acts of the Conference (revised ITRs) does not contain any provision with regard to content regulation or filtration. The final acts of conference explicitly mention under Article I, purpose and scope of regulations, that the International Telecommunication Regulations do not address the content related aspects of telecommunications. Hence, the question is not applicable in the context of WCIT-2012.