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4.	Additional disconnection on account of UCC sent (Proactive/ call back numbers/Entities)	825404
5.	Number of notices sent to telemarketers with deduction in their security deposit and total amount deducted so far (From 27.9.2011 to 03.07.2014)	403, 1.73 crores
6.	No. of telemarketers blacklisted (From 27.9.2011 to 03.07.2014)	20
7.	No. of unregistered telemarketers blacklisted for 2 years till 03.07.2014.	224341

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#### Market share of MTNL and BSNL

421. DR. T.N. SEEMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether MTNL and BSNL are under heavy debt due to loss of market share of landline and mobile services in comparison to the private telecom companies;

(b) if so, the details thereof during the last three years and the current year and the reasons therefor along with the number of subscribers, separately for landline and mobile connections lost by the said two PSUs, PSU-wise; and

(c) the action taken/proposed to be taken by Government to improve the financial condition and provide quality services to increase customer base of these PSUs?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are in financial distress. BSNL and MTNL are faced with declining revenues from loss of market share and increasing expenditure.

As on 31st March, the total debts on the books of BSNL and MTNL are Rs. 5948 and Rs. 14210 crores respectively. Details of the total debt as on 31st March of the concerned financial year and the current year as on 30th June, 2014 is given in Statement-I (See below).

Details of market share of landline and mobile connections of BSNL and MTNL for the last three years and current year is given in Statement-II (See below). Details of net additions/disconnections in landline and mobile customer base for the last three years and current year as on 31.5.2014 are given in Statement-III (See below).

The declining market share of BSNL and MTNL is for the following reasons:

1. Declining wireline business due to shift to mobile communication.
2. Inability to expand coverage due to financial and procurement problems.
3. Lack of adequate skill sets due to changing nature of technology and customer centric business with focus on sales, marketing and customer services.
4. Stiff competition in the telecommunication sector.

(c) Government has taken several measures to revive the two CPSUs. These measures include:

- (i) Treatment of pensionary liabilities of Government employees absorbed in MTNL and who opted for combined service pension on parity with similar employees in BSNL.
- (ii) Waiver of Government loan to BSNL involving an amount of Rs. 1411 crores.
- (iii) Financial support of Rs.6724.51 crores to BSNL and Rs.4533.97 crores to MTNL on surrender of BWA spectrum.

Besides these measures Government is engaged in formulating a coordinated plan aimed towards revival of BSNL and MTNL by addressing issues of high employee expenses and gainful utilization of assets to enhance availability of finances for network expansion and improvement in Quality of Service (QoS).

BSNL and MTNL are separately preparing a revival plan for increasing revenue potential, identifying business opportunities, organizational restructuring to enable them to grow into customer-centric companies with expertise in marketing and customer services delivery and developing human resources strategy in line with restructured organizational vision.

***Statement-I***

*Details of the total debt as on 31st March of the concerned financial year and the current year as on 30th June, 2014.*

(Rs. in Crores)

PSU	As on 31.03. 2012 (Audited)	As on 31.03.2013 (Audited)	As on 31.03.2014 (Unaudited)	As on 30.06. 2014 (Unaudited)
BSNL	3335	4772	5948	6448
MTNL	9648	11779	14210	14760

**Statement-II***Market share of BSNL, MTNL in comparison with Private Operators in landline and mobile connections*

As on	BSNL's Market Share		Private Operator's Market Share		MTNL's Market Share		Private Operator's Market Share	
	% of Landline connections	% of Mobile connections	% of Landline connections	% of Mobile connections	% of Landline connections	% of Mobile connections	% of Landline connections	% of Mobile connections
31.03.2012	85.61	13.27	14.39	86.73	58.51	7.92	41.49	92.08
31.03.2013	84.26	14.55	15.74	85.45	58.20	7.60	41.80	92.40
31.03.2014	82.81	12.85	17.19	87.15	57.47	4.81	42.53	95.19
31.05.2014	82.57	12.30	17.43	87.70	57.43	4.83	42.57	95.17

*Note:*

- Percentages of BSNL and MTNL have been calculated in their respective License Service Areas (LSAs) *i.e.* the market share of MTNL is for Mumbai and Delhi service areas, in comparison with private operators in these service areas, whereas market share for BSNL is for 21 other service areas in comparison with private operators in these areas.
- Mobile connections includes GSM and WLL connections.

**Statement-III***Status of telephone connections during last three years and current year*

(No. of connections in lakhs)

Parameter	2011-12		2012-13		2013-14		2014-15	
	Connections	Net Addition	Connections	Net Addition	Connections	Net Addition	Connections	Net Addition
	as on 31.03.2012	(+)/ Surrender (-)	as on 31.03.2013	(+)/ Surrender (-)	as on 31.03.2014	(+)/ Surrender (-)	as on 31.03.2014	(+)/ Surrender (-)
<b>BSNL</b>								
Landline (Wireline)	224.7	-27.5	204.5	-20.2	184.90	-19.60	181.80	-3.10
Wireless	985.10	66.70	1012.00	26.90	946.50	-65.50	916.20	-30.30
TOTAL	1209.80	39.20	1216.50	6.70	1131.40	-85.10	1098.00	-33.40
<b>MTNL</b>								
Landline (Wireline)	34.58	-2.24	34.60	-2.04	35.42	-2.09	35.33	-0.35
Wireless	58.32	-1.46	49.99	-12.00	33.72	-18.61	33.97	-0.25
TOTAL connections	92.90	-3.70	84.59	-14.04	69.14	-20.70	69.29	-0.60