

(b) and (c) Department of Telecommunications has not received any such instructions from the National Security Council (NSC).

**Poor and interrupted connectivity of MTNL mobile services**

682. DR. PRADEEP KUMAR BALMUCHU : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether Government has taken note of the poor MTNL mobile services, if so, the details thereof;

(b) whether it is a fact that owing to this reason, a large number of subscribers are turning towards private mobile service providers for getting better services;

(c) whether any study has been conducted to verify the truth about this allegation, if so, the details thereof; and

(d) the steps being taken by Government to provide uninterrupted mobile services to MTNL/BSNL users?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) Government is conscious that the performance of Mahanagar Telephone Nigam Limited (MTNL) needs substantial improvement. MTNL is in financial distress and facing declining revenues from loss of market share, increasing expenditure and inability to invest in expansion of communications network.

However, MTNL, in general, meets the benchmarks of Quality of Service (QoS) parameters prescribed by Telecom Regulatory Authority of India (TRAI).

(b) MTNL's service area is limited to Delhi and Mumbai. The main reasons for decline of market share of MTNL in mobile services are as follows:

- (i) Stiff competition in Mobile sector.
- (ii) Aggressive marketing of services by the private telecom operators at different points of time.

Details of number of subscribers who Ported-in and Ported-out in the network of MTNL during the last three years and current year (upto 30.9.2014) are as under :-

	2011-12	2012-13	2013-14	2014-15 (As on 30.9.2014)
Port-in	23876	26300	16093	9025
Port-out	110371	80587	76762	38808

(c) TRAI had conducted mobile network audit and assessment of QoS for all the service providers in Delhi Service Area. As per the report for the quarter ending June, 2014, MTNL meets the QoS parameters benchmarks related to network performance and customer service quality parameters. During Drive Test, TRAI has reported that majority of operators fell short of meeting the benchmark regarding parameter of voice quality. MTNL's mobile network remained non-compliant in respect of other parameters like call drop rate, call set-up success rate and blocked call rate.

(d) Government has taken several measures to revive MTNL and BSNL in an attempt to bring them out of financial distress so that they could undertake their expansion plans and to position them to emerge as market leaders in the converged telecommunication market. 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 ₹1411 crores.
- (iii) Financial support of ₹6724.51 Crores to BSNL and ₹4533.97 crores to MTNL on surrender of Broadband Wireless Access (BWA) spectrum.
- (iv) Financial support of ₹492 Crores to MTNL, towards payment of Minimum Alternate Tax (MAT).

BSNL and MTNL are also separately preparing a revival plan for increasing revenue potential, identifying business opportunities, organizational restructuring and training to enable human resource 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. With these steps being taken, BSNL and MTNL will be able to upgrade and enhance network coverage and capacity and provide better quality of services to their customers.

#### **Spurt in call drops**

683. SHRIMATI WANSUK SYIEM: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) whether inadequate spectrum, lack of upgradation of technology by telecom operators and dismantling of telecom towers on fears of harmful emission of radiation have led to a spurt in call drops in recent months;

(b) whether India needs to expand its telecom tower network from the present 4,25,000 to around 6,25,000; and