

- (c) if so, the names of the Gram Panchayats benefited; and
- (d) the proposed coverage under the project, if any?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) All Gram Panchayats of Goa have already been connected on optical fibre by the State Government.

(b) to (d) Not applicable in view of (a) above.

#### Share of BSNL in mobile services market

1834. SHRI NEERAJ SHEKHAR :

SHRI ARVIND KUMAR SINGH:

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

- (a) whether share of BSNL in mobile phone services market has come down from 11.6 per cent in 2012 to 8.6 per cent in 2014;
- (b) if so, the details thereof, State-wise;
- (c) the reasons for this steep decline in the share of BSNL; and
- (d) the steps Government would take to ameliorate this sorry state-of-affairs as the telecom PSU was once the backbone of country's telecom industry?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) and (b) The market share of Bharat Sanchar Nigam Limited (BSNL) in wireless services has decreased from 10.72 % as on 31/03/2012 to 8.62% as on 31.12.2014, as given in table below :-

Year (as on)	31.03.2012	31.03.2013	31.03.2014	31.12.2014
Market Share (in %age)	10.72	11.66	10.46%	8.62%

Circle-wise details of market share of BSNL is given in the Statement (*See* below).

(c) The main reasons for decline in market share of BSNL in mobile services are stiff competition in mobile sector, aggressive marketing of services by the private telecom operators and inadequate investment in expansion/modernization of its network over the period 2008-2012 leading to network coverage issues.

(d) BSNL is taking several steps to enhance market share and revenues through investments to strengthen its network and focus on customer care and service delivery to improve quality of service.

The investment projects being undertaken by BSNL include:

- Augmentation of its mobile network as part of its Phase-VII Project to create additional capacity of 15 million lines at an estimated cost of ₹ 4804.77 crores. This will result in addition of 14421 2G sites and 10605 3G sites across the country.
- Replacement of the entire network of wireline local exchanges by Internet Protocol (IP) enabled exchanges and deployment of Next Generation Network (NGN) equipment based on the latest architecture gradually to replace entire legacy telephone exchanges at an estimated cost of ₹ 600 crores.
- Migration of entire C-DOT (Centre for Development of Telematics) legacy telephone exchanges with technology solutions being developed by C-DOT at an estimated cost of ₹ 350 crores for which MoU (Memorandum of Understanding) has been signed between C-DOT and BSNL.

In addition, Government has assigned the work of providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of ₹ 3567.58 crores. Government has also assigned the work of providing mobile connectivity to uncovered villages in Arunachal Pradesh and two districts of Assam to BSNL on nomination basis at an estimated cost of ₹ 1975.38 crores.

Further, BSNL is also taking the following steps to improve their mobile network:-

- Monitoring of the Fault Repair Service System.
- Deployment of modern and state of art CDR (Call Detail Record) based Billing and Customer Care System.
- Establishment of Customer Service Centers at all important locations in the country with “Single Window Concept” to facilitate friendly interactions with the customers.
- Replacement of weak batteries and power plants to improve network uptime.
- Regular Radio Frequency (RF) optimization tests.

**Statement**

*Circle-wise details of market share of BSNL in wireless service during the last three years and current year (upto 31.12.2014)*

Sl. No.	Circle	Market share of wireless services (%age) as on			
		31.03.2012	31.03.2013	31.03.2014	31.12.2014
1.	Andhra Pradesh &Telangana	13.50%	14.57%	14.77%	14.08%
2.	Assam	8.91%	8.59%	8.38%	7.77%
3.	Bihar including Jharkhand	9.66%	9.80%	5.27%	4.51%
4.	Gujarat	7.94%	8.32%	7.59%	5.59%
5.	Haryana	13.29%	15.91%	15.68%	14.11%
6.	Himachal Pradesh	21.05%	23.29%	20.14%	18.86%
7.	Jammu and Kashmir	16.59%	16.94%	16.01%	13.93%
8.	Karnataka	12.41%	13.47%	13.53%	11.77%
9.	Kerala	20.91%	25.16%	25.55%	21.67%
10.	Kolkata	9.71%	10.80%	4.08%	3.65%
11.	Madhya Pradesh including Chhattisgarh	9.34%	10.05%	8.92%	6.51%
12.	Maharashtra including Goa	8.84%	10.05%	9.07%	7.07%
13.	North East	18.97%	19.60%	16.17%	14.97%
14.	Odisha	16.70%	18.35%	13.27%	12.73%
15.	Punjab	14.67%	15.04%	14.83%	10.31%
16.	Rajasthan	11.50%	12.28%	11.50%	6.51%
17.	Tamil Nadu including Chennai	12.52%	13.25%	13.07%	12.36%
18.	Uttar Pradesh (East)	13.48%	14.13%	13.56%	10.03%
19.	Uttar Pradesh (West) including Uttarakhand	8.95%	10.13%	9.19%	6.80%
20.	West Bengal including Sikkim	7.78%	8.77%	4.85%	4.28%

*Note:* North East includes Meghalaya, Tripura and Mizoram, Arunachal Pradesh, Manipur, Nagaland.