

connections as on 31.03.2005 in Himachal Pradesh telecom Circle. The decline is mainly attributed to introduction of BSNL Mobile services and lower tariff of these services. Also, customers are now inclined towards mobile services as they can utilize these services from anywhere even while on move. Also, penetration of mobile services is more as compared to landline. BSNL has, at present, 16.15 lakh mobile connections as against 1.03 lakh mobile connections as on 31.03.2005 in Himachal Pradesh telecom Circle. As on 31.12.2015, the market share of BSNL in mobile connections in Himachal Pradesh Telecom Circle is 17.99%.

Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers including BSNL against the Quality of Service (QoS) benchmarks for the various parameters laid down by the authority through performance monitoring reports submitted by service providers.

TRAI has reported that as per performance monitoring report for the quarter ending December, 2015, for basic (Wireline) services, BSNL is meeting all the parameters in Himachal Pradesh and its wireline services are comparable with other service providers in Himachal Pradesh.

VRS for employees of MTNL and BSNL

1655. DR. CHANDAN MITRA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government proposes to announce Voluntary Retirement Scheme (VRS) for employees of MTNL and BSNL;

(b) if so, the details thereof along with the eligibility criteria fixed for the purpose; and

(c) the fresh steps taken by Government to improve the financial condition of BSNL and MTNL that has posted massive losses during the last several years?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) At present, no proposal of Voluntary Retirement Scheme (VRS) for the employees of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) is under consideration of Department of Telecommunications.

(c) To enhance their revenues, BSNL and MTNL are taking several steps to improve their services and increasing their subscribers base. Some of these are as follows:

BSNL

- BSNL has planned to install 10510 of 3G Base Transceiver Stations (BTSs) and 14232 of 2G BTSs under Phase-VII GSM (Global System for Mobile communication) expansion for 15 Million lines. It has also planned to install additional 9600 of 3G BTSs and replacing of 5300 old BTSs of GSM Phase I, II & III in North and South Zone. An approximate capacity of 5 million shall be added in the GSM network of North Zone and South Zone. BSNL has already commissioned over 16.42 million lines. Out of the planned BTSs, 9829 (3G) BTSs and 12,491 (2G) BTSs are radiating (Total 22,320). This will improve 2G & 3G network coverage and data capability of 3G network.
- BSNL has planned to implement ERP (Enterprise Resource Planning) as one of the important IT initiative in two phases *i.e.* Phase-I Proof of Concept (POC) and Phase-2 Rollout. The ERP has been implemented in all the 49 units including eight Proof of Concept (POC) Circles.
- During this Five Year Plan (2012-17), BSNL has planned to make the entire wire line customer base network IP enabled. Next Generation Network (NGN) equipment based on the latest architecture are planned to be deployed gradually to replace the entire Circuit Switched equipments/ Digital Telephone Exchanges.
- BSNL has set wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore and traffic from all circles has been migrated to these call centres. These call centres are accessible through toll free number 1500 (from BSNL number) and 18003451500 (from other operator numbers).
- BSNL has launched various customer centric initiatives like Night free calling, Free Roaming, increased minimum speed of broadband to 2 Mbps etc.

MTNL

- MTNL has planned to upgrade the existing High Speed Downlink Packet Access (HSDPA) 3G network supporting Downlink speed of 3.6 Mbps and Uplink speed of 384 Kbps to HSPA+ (High Speed Packet Access +) with Downlink speed of 21.1 Mbps & Uplink speed of 5.76 Mbps per sector.
- MTNL is taking steps for up-gradation/augmentation/expansion of existing 2G/3G network.
- MTNL is planning to provide the backhaul media connectivity of existing mobile tower sites in Delhi and Mumbai on OFC network in place of Microwave network.

- MTNL is also exploring synergy with BSNL for its mobile services amongst other initiatives.
- MTNL has set up wireline call centers for the customers of landline, mobile & broadband at Delhi and Mumbai. These call centers are accessible through Toll Free numbers 1500/1503/1504 (from MTNL numbers). These call centres handle all types of inbound queries, directory enquiries, complaints, requests, outbound calling and response through SMS (Short Message service)/e-mail/fax/web portal.

In addition, Government has assigned the following projects to BSNL and MTNL which will support BSNL in additional revenue generation:

- Providing mobile connectivity in 2199 identified locations in Left Wing Extremism (LWE) affected areas through BSNL at an estimated cost of ₹ 3567.58 crores.
- 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.
- Implementation of transmission-media plan of NER at an estimated cost of ₹ 295.97 crore.
- Implementation of comprehensive development plan for Andaman and Nicobar Island and Lakshadweep at an estimated cost of ₹ 99.03 crore.
- Government has assigned the work for providing Fibre-to-the Home (FTTH) facility to the residences of MPs in Delhi for ₹ 43.20 crore.

With concerted efforts, income of BSNL from services has increased by 4.16% in 2014-15 as compared to previous financial year. BSNL has earned an operating profit of ₹ 672 crores in FY 2014-15.

Transfer of Sukanya Samriddhi Yojana account from post office to Bank

1656. SHRIMATI RAJANI PATIL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the procedure for transfer of Sukanya Samriddhi Yojana account from Post Office to Bank and change in the guardianship and the documents required therefor;
- (b) the period in which such process is completed;
- (c) whether Post Offices/Banks are aware of such procedure of transfer of accounts from Post Office to Bank and change in the guardianship; and