

श्री रवि शंकर प्रसाद: महोदय, मैं उस इलाके के बारे में तथ्य जुटा कर माननीय सांसद जी को बता दूंगा।

Performance of BSNL

*274. SHRI RONALD SAPA TLAU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that 54,000 BSNL employees are in danger of losing their jobs and if so, the reasons therefor;

(b) if not, the present status of BSNL in terms of effective performance and competitiveness;

(c) whether any survey has been done/approved by Government, to identify the overall performance of BSNL in comparison to other competing companies; and

(d) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI DHOTRE SANJAY SHAMRAO): (a) to (d) A statement is laid on the Table of the House.

Statement

(a) Bharat Sanchar Nigam Limited (BSNL) has informed that no proposal to lay off over 54,000 employees has been approved by BSNL.

(b) As informed by BSNL, as per TRAI report the total market share of BSNL is as follows:—

Market Share in terms of subscribers (in %age)

BSNL	As on 31.03.2017	As on 31.03.2018	As on 31.03.2019
Wireless (Mobile)	8.66	9.44	9.96
Wireline	56.15	53.78	51.47
TOTAL	9.63	10.26	10.72

However, stiff competition in mobile segment, high employee cost and absence of 4G services (except in few places for BSNL) in the data-centric telecom market is adversely affecting the competitive strength of BSNL.

(c) and (d) No survey has been done/approved by the Department of Telecommunications (DoT) to identify the overall performance of the BSNL in comparison to other competing companies.

However, Telecom Regulatory Authority of India (TRAI) releases monthly telecom subscription report that gives Telecom Service Provider (TSP)-wise total number of wireline/wireless subscribers and net addition of subscribers during the month. TRAI also monitors the performance of TSPs including BSNL against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI by way of QoS regulations issued from time to time, through Quarterly Performance Monitoring Reports (PMRs).

As per PMR issued by TRAI for the quarter ending March, 2019, for Basic Wireline Services, all the service providers are largely complying with benchmark for all the parameters in all the service areas. Non-Compliance is noticed in the network of M/s Airtel and Tata in 9 instances each, BSNL in 2 instances and MTNL in 1 instance. For Cellular Mobile Telephone Services, all the service providers are largely complying with benchmark for all the parameters in all the service areas. Non-Compliance is noticed in the network of M/s Vodafone Idea Limited in 39 instances (30 for Vodafone and 9 for Idea), M/s Tata in 21 instances, M/s RJio in 4 instances, M/s Airtel in 3 instances and BSNL in 2 instances. For Broadband Services, all the service providers including BSNL are largely complying with benchmark for all the parameters in all the service areas. Non-Compliance is noticed in the network of M/s Atria Convergence, M/s TTS(M)L, M/s TTSL and You Broadband in 2 instances each and M/s Tata Sky Broadband Private Limited in 1 instance.

SHRI RONALD SAPA TLAU: Sir, my State, Mizoram, is surrounded by both Myanmar and Bangladesh. In compliance with the Government's order, we are, regularly, in touch with all the districts, every quarter. I am sorry to say, Sir, that I have not come across any district in my State that are satisfied with the BSNL service. So, the question is: What is the present status of BSNL in terms of effectiveness and competitiveness in comparison with other players?

श्री धोत्रे संजय शामराव: माननीय उपसभापति महोदय, माननीय सदस्य ने बीएसएनएल और बाकी जो हमारे प्लेयर्स हैं, उनके बारे में प्रश्न पूछा है। सभी सदस्यों को बीएसएनएल के बारे में जानकारी दी गई है। एक तो बीएसएनएल मोबाइल सर्विसेज़ में बाकी प्लेयर्स के बाद 2002 में आया और हमें कई चीज़ें विरासत में मिलीं। एक तो बीएसएनएल के ऑफिसर्स और कर्मचारी हैं, उनकी जो संख्या है... सबसे बड़ी बात यह है कि बाकी जो ऑपरेटर्स हैं, उनका ऑफिसर्स एवं कर्मचारियों का सैलरी स्ट्रक्चर तीन से छः परसेंट है, जबकि बीएसएनएल की सैलरी कॉस्ट 75 परसेंट है। अभी हमारे मंत्री जी ने भी बताया कि कई social obligations या दूरदराज एरियाज़ में या difficult areas में काम करते हैं, इसके कारण बीएसएनएल की जो हालत है, वह आप सभी जानते हैं, उसके लिए गवर्नमेंट कई initiatives उठाने जा रही है, उनमें capital infusion, equity infusion भी है और जल्दी ही इसके नतीजे दिखेंगे।

SHRI RONALD SAPA TLAU: It is surprising, Sir, that the BSNL is not providing even 4G whereas all the other players are easily providing it. So, how can it be competitive in this technological world? My question is: Has the Government ever taken any survey in order to assess correctly where the BSNL stands in terms of improvement in the future?

श्री धोत्रे संजय शामराव: माननीय उपसभापति महोदय, बीएसएनएल ने इस तरह का तो सर्वे नहीं किया, लेकिन ट्राई हर महीने इस तरह का सर्वे करती रहती है। उसमें क्वालिटी के बारे में भी सर्वे होता है और बाकी जो सर्विसेज हैं, quality of services वगैरह हैं, उनका भी सर्वे होता है। माननीय सदस्य ने जो चिंता व्यक्त की, उसके बारे में मैं यह बताना चाहता हूँ कि यह ऐसी टेक्नोलॉजी है, जो हमेशा बदलती जाती है, बीएसएनएल ने 2G, 3G और कई जगह 4 G के बीटीएस भी लगाए हैं और उसकी सर्विस भी शुरू हुई। भविष्य में हम 4G और 5G के बारे में भी विचार कर रहे हैं।

SHRI JOSE K. MANI: Sir, in the banking sector, to start a new bank, there are some restrictions. You have to open certain percentage of branches in the rural areas. Similarly, in the telecom sector, is there any rule for the private players to take their network and install towers in rural areas, as a minimum percentage of total towers, and only then can they start the business and come to the urban areas? That is one point. Then, just to supplement this question...

MR. DEPUTY CHAIRMAN: Only one question is allowed.

SHRI JOSE K. MANI: Sir, please, this is very important. We need to update the technology. The BSNL is still working on the 3G spectrum, but the competitors have gone into 4G and 5G. Can 4G and 5G networks be provide nationwide through BSNL?

श्री धोत्रे संजय शामराव: माननीय उपसभापति महोदय, मैं सम्माननीय सदस्यों को बताना चाहता हूँ कि ऐसा कोई मैन्डेट नहीं है, हम हर प्लेयर को ज़बर्दस्ती ग्रामीण क्षेत्र में नहीं भेज सकते हैं। जहाँ तक बीएसएनएल का सवाल है, अभी पिछले सवाल में मंत्री जी ने भी बताया कि बीएसएनएल ज्यादा से ज्यादा ग्रामीण क्षेत्र में पहुँचा हुआ है। हमने इसमें जो जानकारी दी, उससे भी आपको इस बात का पता चलेगा। मैंने अभी बताया कि हम 4-जी लाने के लिए प्रयास कर रहे हैं। इसके लिए spectrum allocation कैसा हो, इसके लिए भी हमारा प्रयास है।

SHRI TIRUCHI SIVA: Sir, at the outset, I would like to thank the hon. Minister for his reply to part (a) of the question, that Bharat Sanchar Nigam Limited has informed that no proposal to lay off over 54,000 employees has been approved by them. So, we thank the Minister for not having approved that. Everybody has already mentioned that we have a strong conviction to support a PSU, but despite that, the

poor connectivity, that we get, compels us to move to the private operators. We does not mean 'I' alone, but everyone, for that matter. Sir, it is believed that BSNL has got the strongest infrastructure among all the players in our country. Despite that, the 4G connection has not yet been given, but the reply states that 'except in few places'. I want to know which are these 'few places' because in Delhi, we don't get that. So, you don't rely on the performance report of the TRAI. You conduct a survey of your own and do what is needful for the development of the BSNL. What are the plans you have in hand?

MR. DEPUTY CHAIRMAN: Instead of suggestions, please put direct questions.

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD): Sir, I would like to share with this House very humbly that we all expect BSNL to perform well. We are doing our best. But, one particular fact needs to be noted that the total number of BSNL employees is 1,65,000, and that of MTNL IS 21,679. The employee cost that we pay is 75 per cent of the income. The number of Airtel employees is just 20,000, the number of Vodafone employees is just 5,000, and Jio has only 2,000 employees. It is a legacy issue. We are a PSU. We have taken care of their interests. I want to tell this House that immediately, after taking charge, I am taking steps to make BSNL more competitive. We are taking other steps.

SHRI TIRUCHI SIVA: Please take care of quality of service also.

SHRI RAVI SHANKAR PRASAD: After my strategy is complete, I will share it with this House.

SHRI RAVI PRAKASH VERMA: It needs to become a multinational company.

SHRI RAVI SHANKAR PRASAD: Yes, I know that. Some people have that feeling. I don't agree with that. My view is very clear: to ensure stability in the telephone sector, mobile sector, one PSU is important. For national services, one PSU is important. That is my view. You have seen that many disruptions have taken place. Private players have come. But, let me go on the positive side of this. India has the cheapest mobile in the world and the cheapest data rate. We also need to appreciate that. ...*(Interruptions)*...

SHRI ELAMARAM KAREEM: That is because of BSNL.

SHRI RAVI SHANKAR PRASAD: Let us not argue. Sir, the point I am making is that I am doing my best to ensure that this sector revives, but when I have talked about the employees, I would also like the employees to be co-operative and more professional in making it competitive.

श्री हरनाथ सिंह यादव: मान्यवर, भारत संचार निगम लिमिटेड की सेवाओं से लोगों में बड़ा भारी असंतोष है, लोग बड़े उत्पीड़ित हैं। मैं स्वयं एक उत्पीड़ित हूँ। मैं एक मिनट लूँगा। मैं जैसे ही सांसद बना, मुझे कनेक्शन मिला, लेकिन कहीं कॉल मिलती नहीं है और अगर मिलती है, तो दूसरी जगह मिल जाती है। मान्यवर, एक बार मेरे साथ यह हुआ है। अभी एक महीने पहले की बात है, मैं अपने नॉर्थ एवेन्यू स्थित आवास के जिस कमरे में था, वहाँ से जब तीसरे कमरे में फोन मिलाया, तो वह जाकर डिब्रूगढ़ लग गया।

श्री उपसभापति: आप सवाल पूछें।

श्री हरनाथ सिंह यादव: मान्यवर, इंटरनेट काम करता नहीं, कॉल्स काम करते नहीं, वाई-फाई काम करता नहीं, तो मैं अपने को बड़ा उत्पीड़ित महसूस कर रहा हूँ।

श्री उपसभापति: आपने बता दिया। आपका सवाल क्या है?

श्री हरनाथ सिंह यादव: मान्यवर, मेरा माननीय मंत्री जी से सवाल है कि क्या माननीय मंत्री जी को यह ज्ञात है कि भारत संचार निगम लिमिटेड की इंटरनेट और कॉल सेवाओं की खराब सेवा के कारण भारत संचार निगम लिमिटेड सेवा से लोगों का मोहभंग हो रहा है और बड़ी संख्या में ग्राहकों ने भारत संचार निगम लिमिटेड की सेवाओं को छोड़ दिया है? यदि हाँ और यह सत्य है, तो आप बताएं कि इसके बारे में आप क्या निदान करेंगे?

श्री धोत्रे संजय शामराव: माननीय सदस्य ने जो चिन्ता व्यक्त की, हम सभी उसके बारे में चिंतित हैं। मैंने शुरुआत में इसके बारे में कहा कि इसमें हमें सभी का सहयोग चाहिए। यह विषय कई बार सामने आया है और मंत्री जी ने भी इसके बारे में कहा है। अभी हम इसमें बहुत सारे reforms ला रहे हैं, इसमें कई कदम उठाए जाएंगे और माननीय सदस्य ने जो बताया है, अगर उनके भी इस तरह के सुझाव होंगे, तो उनके ऊपर भी हम ऐक्शन लेंगे।

Autonomy to colleges

*275. SHRI RANJIB BISWAL: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether Government has granted/proposes to grant autonomy to some of the colleges in the country and if so, the number of colleges granted autonomy, so far;

(b) whether Government has consulted University Teachers' Associations and sought suggestions from the experts in this regard and if so, the details thereof; and

(c) whether Government has conducted any study on the merits and demerits of granting autonomy to colleges in the country and if so, the details and outcome thereof?

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT (SHRI RAMESH POKHRIYAL 'NISHANK'): (a) to (c) A Statement is laid on the Table of the House.