

(c) whether it is also a fact that half of the smartphone owners in the country are going to subscribe to network data service by 2020; and

(d) if so, the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD):

(a) and (b) As per Performance Indicator Report dated 10.07.2019 for the quarter January, 2019 to March, 2019 released by Telecom Regulatory Authority of India (TRAI), tele-density for Wireless services is 88.46% as on 31st March, 2019. The tele-density is expected to improve with the further increase in coverage.

(c) and (d) More than 52% of the total mobile telecom users have subscribed to data services. The information regarding subscription of data services by smartphone owners is not maintained.

#### **Poor services of BSNL**

†3662. SHRI HARNATH SINGH YADAV: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that there is disillusionment among consumers of Bharat Sanchar Nigam Limited (BSNL) due to its poor services and the consumers are opting the service of private companies and if so, the reasons therefor; and

(b) the details of action plan proposed to make the services, particularly the internet services of BSNL, exemplary?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD):

(a) Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers including Bharat Sanchar Nigam Limited (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, BSNL is meeting all the benchmarks for Basic (Wireline) and Broadband Services throughout the country. For Cellular Mobile Telephone Service, BSNL is meeting the benchmark for all the parameters in all of its Licensed Service Areas (LSAs) except for the parameter for call drop in West Bengal service area only.

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†Original notice of the question was received in Hindi.

Total market share (wireline and mobile) of BSNL during last three years are as under:—

<i>Market Share (in %age) as on</i>		
31.03.2017	31.03.2018	31.03.2019
9.63	10.26	10.72

  

<i>Detail of port-in and port-out of mobile consumers of BSNL</i>		
Year	Port in	Port out
2016-17	27,77,935	20,61,542
2017-18	41,32,600	34,96,128
2018-19	53,64,649	28,27,440

(b) Steps taken by BSNL to improve its network services are as under:—

1. Augmentation of mobile equipment capacity/upgradation of mobile network in its areas under Phase-VIII. 4 project by replacing old equipment having high operational cost and Annual Maintenance Charges, addition of 3G capacity for increasing 3G footprints and introduction of 4G services.
2. To improve quality of wireline telephone network, BSNL is replacing Legacy Public Switched Telephone Network (PSTN) switches to Next Generation Network (NGN) which support different kind of services. This will provide better facilities to customers and at lower maintenance cost to BSNL.
3. Transport Network with 200 GBPS line capacity connecting 47 state Capitals and important cities has been commissioned.
4. BSNL is deploying Wi-Fi hotspots through various projects which includes revenue share model with Hotspots Service Providers (HSSPs). A total number of 43500 Wi-Fi Hotspots have been commissioned till 30.04.2019.
5. Routers have been installed and commissioned where by IP-MPLS (Internet Protocol-Multiprotocol Label Switching) network has increased from 106 cities to 205 cities providing connectivity for broadband, NGN (fixed line) and 2G/3G requirements.

6. BSNL is also focusing on customer care services by installing exclusive call centers for GSM services, wire-line and broadband services.
7. Regular monitoring of network to improve the quality of service.
8. Launching of new services and bundling schemes in the network for retention of the subscribers.
9. Network outage is being monitored for further optimisation/improvement.

**Insufficient mobile towers**

3663. SHRI R. VAITHILINGAM: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that India has a little over 4.5 lakh towers expected to grow at a rate of 3-5 per cent per year;
- (b) if so, the details thereof;
- (c) whether it is also a fact that the private service providers were not putting up sufficient mobile towers across the country as per fixed target; and
- (d) if so, the details thereof and the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD):  
(a) to (d) Sir, Mobile towers are established/provided by the telecom service providers at suitable locations, as per their Radio Frequency (RF) network planning for proper coverage of the area to fulfil the license conditions, regulatory compliances and to meet their business requirements.

As on 30-06-2019, there are 5,57,543 mobile towers installed across the country. Licensed Service Area (LSA)-wise details of number of mobile towers is provided Statement (*See below*).

In this regard, with a view to ensure Quality of Service of telecom services, Telecom Regulatory Authority of India (TRAI) notifies Quality of Services regulations namely "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations" and in accordance with this regulation regularly undertakes assessment of performance of all telecom service providers. Whenever the benchmarks are not met, actions are taken by TRAI to impose Financial Disincentives (FD).