

for Bharat Sanchar Nigam Limited (BSNL) which *inter-alia*, includes measures to reduce the staff cost by offering Voluntary Retirement Scheme (VRS) to the employees of age 50 years and above. Accordingly, BSNL has launched 'BSNL Voluntary Retirement Scheme-2019' on 04.11.2019 which is open till 03.12.2019. Since the scheme is voluntary, the exact number of employees opting for voluntary retirement cannot be ascertained till closure of the scheme.

(c) and (d) In view of its poor financial position, BSNL has decided to implement various austerity measures which include reducing expenditure for different outsourcing works.

Bailout plan for BSNL and MTNL

489. DR. K.V.P. RAMACHANDRA RAO: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Government is contemplating a bailout plan for BSNL/ MTNL;
- (b) if so, the details thereof; and
- (c) whether the package includes VRS for employees?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD): (a) to (c) The Cabinet in its meeting held on 23.10.2019 has approved the revival plan for Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) which *inter alia*, includes measures to reduce staff cost through a Voluntary Retirement Scheme (VRS) for employees of age 50 years and above, administrative allotment of spectrum for 4G services, debt restructuring by raising of sovereign guarantee bonds, monetisation of assets and in-principle approval for merger of BSNL and MTNL.

Shift of consumers from BSNL to private companies

†490. SHRI RAM NATH THAKUR: Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether it is a fact that consumers are moving towards private companies for services after getting fed up on account of poor services rendered by Bharat Sanchar Nigam Limited (BSNL);
- (b) if so, whether Government is trying to address these shortcomings so that trust of consumers could be restored; and

†Original notice of the question was received in Hindi.

(c) the details of proposed Action Plan of BSNL to provide internet services at village level in the country and the State-wise progress made, in this regard, so far?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD): (a) and (b) Bharat Sanchar Nigam Limited (BSNL) has informed that number of customers ported-in to BSNL is higher than the ported-out customer of BSNL. BSNL is MNP (Mobile Number Portability) positive during 2019-20 (till October, 2019).

Status of MNP in BSNL

	Port out	Port in
Up to 31.3.2014	43,83,988	30,73,524
During 2014-15	16,13,843	9,14,412
During 2015-16	17,81,002	2,031,668
During 2016-17	20,61,542	27,77,935
During 2017-18	34,96,128	41,32,600
During 2018-19	28,27,440	53,64,649
Cumulative up to October, 2019	1,80,98,000	2,04,90,841

Year-wise number of mobile connections of BSNL for the last three years and till 31.08.2019 is as below:

As on	Mobile Connections of BSNL (in Crores)
31.03.2017	10.14
31.03.2018	11.19
31.03.2019	11.57
31.08.2019	11.64

Telecom Regulatory Authority of India (TRAI) monitors the performance of telecom service providers 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, BSNL is meeting all the benchmarks for Basic (Wireline) and Broadband Services. 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 "Network QoS DCR Spatial distribution measure or DCR Network_QSD (90, 90) (benchmark 2%)" and "Network QoS DCR temporal distribution measure or DCR Network_QTD (97, 90) (benchmark $\leq 3\%$)" in West Bengal service area only.

(c) BSNL has informed that it has planned and set up large number of Wi-Fi Hotspots/Access points on pan-India basis including rural areas for providing internet/broadband services. BSNL has also started its 4G services (having capability of high-speed internet) in some circles. As on 31.05.2019, total 5921 4G Base Transceiver Stations (BTSs) of BSNL are working. State-wise details of 4G BTSs and public Wi-Fi Hotspots of BSNL is Statement.

Statement

Details of Public W-Fi Hotspots and 4G BTSs of BSNL

Sl. No.	State/Circle	Number of Public Wi-Fi Hotspots	Number of 4G BTSs
1	2	3	4
1.	Andhra Pradesh	1492	259
2.	Assam	433	20
3.	Bihar	746	166
4.	Chhattisgarh	309	226
5.	Gujarat	1535	844
6.	Haryana	773	170
7.	Himachal Pradesh	665	74
8.	Jharkhand	174	0
9.	Jammu and Kashmir	197	105
10.	Karnataka	2027	261
11.	Kerala	1062	705
12.	Madhya Pradesh	1664	91

1	2	3	4
13.	Maharashtra (including Goa)	3472	1092
14.	North East	194	192
15.	Odisha	748	160
16.	Punjab	1187	362
17.	Rajasthan	1257	0
18.	Tamil Nadu	1278	337
19.	Telangana	901	282
20.	Uttar Pradesh	1890	519
21.	Uttarakhand	280	56
22.	West Bengal	844	0
	TOTAL	23128	5921

Advance notice to subscribers before shutting down services

491. SHRI A. K. SELVARAJ: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Government has decided to make it mandatory for telecom service providers to give at least 30 days advance notice to subscribers before shutting down their services;

(b) if so, the details thereof;

(c) whether it is also a fact that the development has come against the background of abrupt closure of services by some telecom operators recently which left their subscribers in lurch; and

(d) if so, the details thereof?

THE MINISTER OF COMMUNICATIONS (SHRI RAVI SHANKAR PRASAD): (a) and (b) Yes, Sir. It is mandatory for Telecom Service Providers (TSPs) to give at least 30 days advance notice to subscribers before shutting down their services as per the terms and conditions of license granted by the Department of Telecommunications (DoT).