

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**RAJYA SABHA
UNSTARRED QUESTION NO. 1946
TO BE ANSWERED ON 05th AUGUST, 2021**

REVAMPING OF BSNL/MTNL

1946 Shri G.C. Chandrashekhar:

Will the Minister of Communications be pleased to state:

- (a) the loss or profit of MTNL & BSNL during the last three years, their total liabilities as compared to their profits, and the service infrastructure available with them in comparison to their private counterparts for mobile services;
- (b) whether BSNL and MTNL have failed to attract customers as compared to their private counterparts despite having large infrastructure, particularly in urban areas;
- (c) if so, the reasons found out by these Government companies including for call drops and low connectivity; and
- (d) whether Government is considering the restructuring/revamping of these companies to make them competitive and profitable?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) Profit/Loss of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for the last three years are as under:

(Rupees in crores)

PSU	Description	2018-19	2019-20	2020-21
BSNL	Profit/(Loss)	(14,904)	(15,500)	(7,441)
MTNL	Profit/(Loss)	(3,398)	(3,811)	(2,554)

Liabilities of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for the last three years as per audited accounts of BSNL/MTNL are as under:

(Rupees in crores)

PSU	Description	2018-19	2019-20	2020-21
BSNL	Non-current liabilities	25,019	31,326	37,605
	Current liabilities	35,729	56,292	43,551
	Total liabilities	60,748	87,618	81,156
MTNL	Non-current liabilities	12,853	13,336	18,896
	Current liabilities	11,559	16,906	10,495
	Total liabilities	24,412	30,242	29,391

The number of Base Transceiver Stations (BTS) of BSNL, MTNL and other major telecom service providers (TSP) as on 31.03.2021 are as under:

TSP	BSNL	MTNL	Reliance Jio	Airtel	Voda-Idea
No. of BTS	1,53,628	4,242	9,30,390	6,22,087	5,29,529

(b) & (c) BSNL and MTNL are dominant players in wireline segment however, they are facing intense competition in the mobile segment. Despite competitive market in mobile segment and the absence of 4G services (except in few places), BSNL continue to maintain its subscriber base. There is marginal decline in subscriber base of MTNL.

Details of subscriber market share of BSNL and MTNL in the mobile segment for the last five years are as under:

Subscribers market share (in %age) of BSNL and MTNL as on					
CPSE	31.3.2017	31.3.2018	31.3.2019	31.3.2020	31.3.2021
BSNL	8.66	9.44	9.96	10.35	10.03
MTNL	0.32	0.30	0.30	0.29	0.28
Total	8.98	9.74	10.26	10.64	10.31

Telecom Regulatory Authority of India (TRAI) monitors the performance of the 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 for quarter ending December 2020, BSNL and MTNL are meeting all the QoS parameters for call drops fixed by TRAI for both Landline and Mobile subscribers in all the Circles except West Bengal Circle for BSNL.

(d) The Government approved a revival plan for BSNL/MTNL on 23.10.2019 which is under implementation. BSNL and MTNL have turned EBITDA +ve during 2020-21.
