

**FORTY-THIRD REPORT  
COMMITTEE ON PETITIONS**

**(SIXTEENTH LOK SABHA)**

**MINISTRY OF COMMUNICATIONS  
(DEPARTMENT OF TELECOMMUNICATIONS)**

**(Presented to Lok Sabha on 22.12.2017)**



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Minutes of the 43<sup>rd</sup> sitting of the Committee held on 6.11.2017.

**COMPOSITION OF THE COMMITTEE ON PETITIONS  
(2017-2018)**

Shri Bhagat Singh Koshyari -*Chairperson*

**MEMBERS**

2. Shri Suresh C. Angadi
3. Shri Om Birla
4. Shri Jitendra Chaudhury
5. Shri Ram Tahal Choudhary
6. Dr. K. Gopal
7. Shri C.P. Joshi
8. Shri Chhedi Paswan
9. Shri Kamlesh Paswan
10. Shri Arjun Charan Sethi
11. Shri Kodikunnil Suresh
12. Shri Dinesh Trivedi
13. Shri Rajan Vichare
14. Shri Dharmendra Yadav
15. Vacant

**SECRETARIAT**

- |                            |   |                     |
|----------------------------|---|---------------------|
| 1. Shri Shiv Kumar         | - | Joint Secretary     |
| 2. Shri Raju Srivastava    | - | Additional Director |
| 3. Shri G.C. Dobhal        | - | Deputy Secretary    |
| 4. Shri Anand Kumar Hansda | - | Executive Assistant |

**FORTY-THIRD REPORT OF THE COMMITTEE ON PETITIONS****(SIXTEENTH LOK SABHA)****INTRODUCTION**

I, the Chairperson, Committee on Petitions, having been authorised by the Committee to present the Report on their behalf, present this Forty-Third Action Taken Report (Sixteenth Lok Sabha) of the Committee to the House on the Action Taken on the recommendations of the Committee on Petitions made in their Twenty-Seventh Report (16th Lok Sabha) on the representation of Shri Arvind Sawant, M.P., Lok Sabha regarding improvement in services provided by the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL).

2. The Committee considered and adopted the draft Forty-Third Action Taken Report at their sitting held on 6 November, 2017.

3. The observations/recommendations of the Committee on the above matters have been included in the Report.

**NEW DELHI;****6 November, 2017****15 Kartika, 1939 (Saka)****BHAGAT SINGH KOSHYARI**  
***Chairperson,***  
***Committee on Petitions***

## REPORT

### **ACTION TAKEN BY THE GOVERNMENT ON THE RECOMMENDATIONS OF THE COMMITTEE ON PETITIONS (SIXTEENTH LOK SABHA) MADE IN THEIR TWENTY SEVENTH REPORT ON THE REPRESENTATION OF SHRI ARVIND SAWANT, M.P., LOK SABHA REGARDING IMPROVEMENT IN SERVICES PROVIDED BY THE BHARAT SANCHAR NIGAM LIMITED (BSNL) AND THE MAHANAGAR TELEPHONE NIGAM LIMITED (MTNL).**

The Committee on Petitions (Sixteenth Lok Sabha) presented their Twenty Seventh Report to Lok Sabha on 16.3.2017 on the Representation received from Shri Arvind Sawant, M.P., Lok Sabha regarding improvement in services provided by the Bharat Sanchar Nigam Limited (BSNL) and the Mahanagar Telephone Nigam Limited (MTNL).

2. The Committee had made certain observations/recommendations in the matter and the Ministry of Communications (Department of Telecommunications) were asked to furnish their action taken notes thereon for consideration of the Committee.

3. Action Taken Notes have since been received from the Ministry of Communications (Department of Telecommunications) in respect of all the recommendations contained in the Report. The recommendations made by the Committee and the replies furnished thereto by the Ministry of Communications (Department of Telecommunications) are detailed in the succeeding paragraphs.

4. In paras 19, 20, 21, 22 and 23 of the Report, the Committee had observed/recommended as follows:-

*"The Committee note from the submissions made by the Ministry of Communications (Department of Telecommunications) that the market share of BSNL in 'Wireline' which was 65.54% in December, 2013, declined to 62.71% and 59.31% in December, 2014 and December, 2015 respectively, Similarly, in December, 2013, the market share in 'wireless' which was 11.66%, further dwindled to 10.46% and*

7.96% in December, 2014 and December, 2015 respectively. A drastic fall in the already shrunk market share has also been witnessed in the 'Broadband' services of BSNL, i.e. from 29.96% in December, 2013- to 22.04% in December, 2014 and further to 15.67% in December, 2015."

"The Committee also note that the market share of MTNL in 'wireless' which was 0.58% in March, 2013 declined to 0.37 and 0.36% in March, 2014 and in March, 2015 respectively. The most significant decline in the market share has also been witnessed in the 'Broadband' services, i.e., from 3.19% in December, 2013 to 1.76% and further to 1.25% in December, 2014 and December, 2015 respectively."

"The Committee further note that the reasons for continuous decrease in the market share of BSNL and MTNL in the 'Wireline', 'Wireless' and 'Broadband' services had been attributed to; (i) power supply problems; (ii) disruptions due to cable cuts arising out from road development works; (iii) breakdown of cables due to old network of basic services; and cable theft, etc."

"The Committee have also been given to understand that both the Public Sector Undertakings, viz., the BSNL and MTNL, have been striving to overcome the problem of frequent power interruptions by operating the generators and keeping the batteries in proper working condition to the extent possible. The 'Field Units' have been given directions for maintaining a close coordination with the Local Bodies/PWDs/Water Authorities and National Highway Authority of India (NHA) to prevent damage to the cables. The damaged cables are being attended immediately to restore the services to avoid long duration interruptions. In the case of cable thefts, FIRs are lodged with police authorities."

"Taking into account various significant initiatives now being taken by the Government to recapture the shrinking market share of BSNL and MTNL, the Committee would like to reinforce that during the last decade or more, the Indian Telecommunications scenario has transformed itself into a multi-player, multi-product market with varied market sizes and segments. However, the advantages, these Public sector Undertakings had in the past, viz., extensive infrastructure in remote areas, their Pan India reach, Huge optical fibre infrastructure, strategic alliances with IT and Hardware Companies, etc., have now been dissipated due to inherent deficiencies of the Management, viz., failure to improve the working culture, inability to optimize the network capabilities, assets being unproductive, poor service image

of the Companies, their inability to retain customers, poor marketing, etc. The Committee are, therefore, of the considered view that if the current trend of incessant shrinking of market share of BSNL and MTNL continues, both these entities would soon become commercially non-viable and a burden on the exchequer. The Committee, therefore, strongly recommend that a multi-pronged strategy, viz., one-time infusion of funds with stringent firewalls of accountability, technological advancement and network improvement, launching of innovative schemes for enhancement of customer satisfaction, improvement in the work culture of these entities, exploring synergies between BSNL and MTNL, etc., should not only be formulated but also implemented in the right earnest. The Committee also recommend that the option of handing over the Management of BSNL and MTNL to those professionals- who have a proven track record of facing a stiff competitive environment coupled with efficient management of finances, equipment, manpower and modern marketing strategies could also be weighed by the Ministry of Communications (Department of Telecommunications). The Committee would like to be apprised of the action taken by the Government on the concerns outlined by them on the issue."

5. The Ministry of Communications (Department of Telecommunications), in its action taken reply, has submitted as follows:-

"The number of Mobile connections and the market share of BSNL in mobile connections have increased during 2016-17. Numbers of Broadband connections also increased during 2016-17, however, the market share of BSNL in broadband connection has reduced.

The market share of BSNL in Wireline, Mobile and Broadband is given below:-

Particulars	As on 31.03.2016		As on 31.12.2016	
	Connections (in Millions)	Market Share (in %age)	Connections (in Millions)	Market Share (in %age)
Wireline segment	14.76	58.63	13.74	56.34
Wireless segment	86.82	8.4	97.22	8.62
Broadband segment	20.35	13.59	20.36	8.63



*Despite challenges, BSNL has made efforts to increase its market share of wireless (mobile) connections. BSNL will continue in its endeavour to increase its market share in mobile, wireline and broadband segment."*

*"As per Telecom Regulatory Authority of India (TRAI) report as on 31.12.2016, the market share of MTNL, on pan-India basis, in wireless service further declined to 0.32% and in wired broadband service it has increased to 6.25%. It is pertinent to mention that MTNL is operating in only two Licence Service Areas (LSA) i.e. Delhi and Mumbai, out of total 22 LSAs in the country.*

*MTNL, has prepared an action plan for increasing its wired broadband connection in Mumbai and Delhi, to increase its market share."*

*"Efforts are being made by BSNL and MTNL to minimize the power disruption and cable theft issues. Following measures are being taken by BSNL and MTNL for improving the telecom services:-*

- 1. To provide the better connectivity & assured speed, network is optimized and DSLAMs are deployed near to customer's premises.*
- 2. Close monitoring & Review of various internal links of core equipment on routine basis using locally developed tool IP Tester on mobile devices.*
- 3. 2Mbps & higher speed is offered through FTTH/ ADSL2+ as per market trend and popularity among class of customers have been modified.*
- 4. Experts groups have been formed to handle broadband service related complaints.*
- 5. Separate teams have been deployed in each area to monitor and quick resolution of issues to further improve the services.*
- 6. Regular meetings are planned with local authorities and State Police to avoid damage to the cables during infrastructure works and cable theft.*
- 7. Efforts are made to clear low insulation faults, repair of DPs and Pillars, outdoor faults to improve the line parameters.*

8. *Night patrolling to avoid cable theft/damage in vulnerable areas.*
9. *Workshops/ training are arranged to educate staff for handling the new challenges.*
10. *Customers are contacted on Mobile to fix convenient time to attend the fault. In case of locked premises SMS being sent to expedite fault rectification.*
11. *Regular maintenance of Indoor & Outdoor network.*
12. *Faults handling is improved through provisioning of SMS to line staff/ officers, as well as customers.*
13. *On line monitoring of Base Transceiver Station (BTS) outages.*
14. *Optimization of Radio Frequency (RF) network regularly."*

*"BSNL and MTNL are making efforts for technological advancement and network improvement, launching of innovative schemes for better customer satisfaction. The Synergies between BSNL and MTNL in Mobile and Enterprises Businesses have been formulated.*

*BSNL Broadband network's backbone connectivity has been upgraded from existing 1 Gigabit per sec to 10 Gigabit per sec and almost all Broadband access equipments are being connected on ring to avoid any downtime due to OFC cut. BSNL is also in process of setting up 40,000+ Wi-Fi Hot-Spot on Pan India basis(except Delhi & Mumbai) which will enable BSNL to provide Data services better than 4G technology through these Wi-Fi Hot-Spots in a more efficient and economical manner.*

*The entire landline network is in process of migration into Next Generation Network (NGN) enabling BSNL to launch different Value added services and new schemes on affordable prices to suit customers. The NGN network consumes less power (almost 2% of current) and is more efficient and reliable having almost 'Nil' downtime.*

*MTNL is under a serious debt burden of Rs. 19,597 Crore (as on 31<sup>st</sup> December 2016 including Rs. 4534 crore Government of India liability) and is borrowing money to meet its day to day requirements and is unable to mobilize funds required for the*

*developmental projects. MTNL has already initiated steps viz., reduction in HR Cost, VRS Scheme and Real-Estate monetization towards its revival.*

*Earlier, Government has taken several measures to support MTNL and to undertake expansion plans. These measures include treatment of pensionary liabilities of Government employees absorbed in MTNL and who opted for combined service pension on parity with similar employees in BSNL, financial support of Rs.4533.97 crore on surrender of Broadband Wireless Access (BWA) spectrum and financial support of Rs.492 crore towards payment of Minimum Alternate Tax (MAT). Besides above, Government guarantee for raising debt through Bonds for an amount of Rs.3000 crore was also given in favour of Mahanagar Telephone Nigam Limited (MTNL).*

*The selection of members of Board of BSNL and MTNL is done by Public Enterprise Selection Board (PSEB) through an open process, where persons with requisite qualifications apply. As per existing guidelines and procedures through a process the board members are chosen. Further, the pay levels and structures in CPSE's are defined. The proposal of Committee envisages a change in policy, flexibility in choosing a team of professionals, with attractive pay scales."*

6. In para 24 of the Report, the Committee had observed/recommended as follows:-

*"The Committee are unhappy to note that there is a perennial problem of dismal financial performance in both the Public Sector Enterprises. The MTNL and BSNL have been continuously running into losses. Except for the fiscal year 2013-14 when MTNL posted a profit of Rs.7825 crore. Even this one-time profit was not an indication of improved performance, but the result of Government support in the form of a write-back of provisions for pension liabilities and spectrum amortization costs. Though, the Committee are aware that the dismal performance of MTNL and BSNL vis-à-vis other private operators, over the years, has been on account of growing competition, decreasing tariffs as a results thereof, significant spectrum-related payouts, high burden on account of employees' remuneration and poor service quality which resulted in a steep decline in subscriber numbers, yet the Committee do not consider these factors as cogent reasons for the existing pitiable condition of these commercial Entities going by a simple logic that the Private Operators in telecommunications have been blossoming in the country. The Committee therefore recommended that the Government should formulate and implement an innovative*

*strategy for systematic revival of MTNL and BSNL. Since the aspect of providing financial support to these entities by the Government has proved to be an apparatus for 'survival' and not 'revival', the Committee are of considered view that 'increase in the subscriber numbers' and 'improvement in the service quality parameters' are the determining factors for taking out MTNL and BSNL from the vicious circle of continuous and mounting financial distress. Once the confidence of subscribers is regained by these Entities, the Committee have no doubt that they would be exhibit the early signs of revival. The Committee would like to be apprised of the measures taken by the Ministry of Communication (Department of Telecommunications) in this regard."*

7. In their action taken reply, the Ministry of Communications (Department of Telecommunications) has submitted as follows:-

*"In order to increase the subscriber base and improve the quality of services some of the steps undertaken by MTNL and BSNL are as under:*

**Bharat Sanchar Nigam Limited**

*In GSM field: Phase VII+ expansion plan is under roll out having an investment of Rs 2,151 Cr where 13,589 3G BTSs and 9,360 2G BTSs i.e., Total 22,949 BTSs are planned to be installed in which 10,793 3G & 6,734 2G BTSs have already on air and remaining will be commissioned soon. Further, to strengthen the mobile network, BSNL has planned to invest Rs 7,125 crore for replacement of old 2G BTSs which have high operation cost and additional 3G BTSs. BSNL is optimizing its network on the surveyed report conducted continuously to meet TRAI Benchmark.*

*BSNL has added 1 crore Mobile connections in 2015-16 and 1.5 crore in 2016-17. BSNL is net Mobile Number Portability (MNP) positive by 2,50,666 numbers of customers in 2015-16 and 7.16 Lakhs in 2016-17.*

*Core Network/Backbone Network: BSNL is in process of creating Super Express Highway Telecom Data Transport Network which is interconnected across country with 200 GBPS line capacity connecting state capitals and important cities. 40 cities have already been connected and rest will be connected by 30 Sept. 2017. 232 high speed routers have been installed, 2962 numbers of MADM-16 and 6501 numbers of STM1-CPE are to be installed which will enhance the data carrying capacity of*

enterprise customers, Broadband network, Mobile network and NGN landline network. After completion of this project by September 2017, BSNL customers will get high quality telecom services with high speed and BSNL will attract more customers and revenue.

Wire Line Broadband: BSNL has upgraded its Broadband network in parallel with Core Network upgradation. The Minimum Broadband speed of Broadband Customers has been upgraded to 2Mbps and Wi-Fi Hotspot are being set up across India except Delhi & Mumbai to provide high speed Internet to Mobile Customers.

Satellite Telephony: BSNL has recently started Satellite based Telephony also. This will be helpful for Disaster Management agencies, Central Para-Military forces etc.

### **Mahanagar Telephone Nigam Limited**

#### For Landline/Broadband services:

1. To provide the better connectivity and assured speed, network is optimized and DSLAMs are deployed near to customer's premises.
2. Close monitoring & Review of various internal links of core equipment on routine basis using locally developed tool IP Tester on mobile devices.
3. 2Mbps and higher speed is offered through FTTH/ ADSL2 + as per market trend.
4. Experts groups have been formed to handle broadband service related complaints.
5. Separate teams have been deployed in each area to monitor and quick resolution of issues to further improve the services.
6. Efforts are made to clear low insulation faults, repair of DPs and Pillars, outdoor faults to improve the line parameters.
7. Customers are contacted on Mobile to fix convenient time to attend the fault. In case of locked premises SMS being sent to expedite fault rectification.

8. *Regular maintenance of Indoor & Outdoor network.*
9. *Faults handling is improved through provisioning of SMS to line staff/ officers, as well as customers.*

*For mobile service:*

1. *Introduction of new frequency plan.*
  2. *Optimization of cell level parameters.*
  3. *Preventive maintenance to minimize the hardware faults.*
  4. *On line monitoring of Base Transceiver Station (BTS) outages.*
  5. *Optimization of Radio Frequency (RF) network regularly.*
  6. *Expansion of 3G network by adding 1080 Node Bs in MTNL Delhi and upgradation of existing 3G network in MTNL Delhi and Mumbai."*
8. In paras 25 and 26 of the Report, the Committee had observed/recommended as follows:-

*"The Committee note that the MTNL and the BSNL have drawn up various ambitious projects to enhance revenue through investments to strengthen their network and focus of customer and service delivery, viz., completion of Phase VII GSM project by expansion of 15 million lines with provision of 3G/2G BTSs, augmentation of GSM mobile network capacity, replacement of legacy Wireline exchanges by the Next Generation Network (NGN) switches, augmentation of broadband network for meeting the data growth, launching of Immarsat service, introduction of new frequency plan, optimization of cell level parameter, preventive maintenance to minimize the hardware faults, etc.*

*Notwithstanding the separate initiatives taken by the MTNL and the BSNL for their resurgence in the telecommunication sector, the Committee feels that – with the two entities competing against each other as well as the private sector players – their Value attrition would only accelerate. The Committee are, therefore, of considered opinion that for the long –term survival and success, merger of MTNL and BSNL*

*would be a good proposition – in view of the fact that their merger would give both the entities a chance for competition, against the emerging consolidated private sector players. The Committee also have no inhibition to assert that the synergies and advantages inherent in an integrated national telecom infrastructure would pave the way for lower cost of investment and greater combined ability to face competition. Besides, the merger would also ensure not only better quality of services to the subscribers but also a whole range of telecom and other related services that MTNL and BSNL have presently been offering separately. The Committee, therefore, urge the Government to embark upon the prospects of merger of MTNL and BSNL for which, initially an Expert Committee could be constituted. Thereafter, further consequential action could be initiated by the Government – based on the findings/recommendations of the said Expert Committee. The Committee would like to be apprised of the action taken by the Government in the matter."*

9. In their action taken reply, the Ministry of Communications (Department of Telecommunications) has submitted as follows:-

*"As per unaudited accounts for the 3<sup>rd</sup> quarter ending 31<sup>st</sup> December, 2016 of MTNL, its net loss was Rs.2306 crore and its net worth has been turned negative to Rs.-2702 crore. Based on the financial results of MTNL for the financial year 2016-17, MTNL has been classified as "Incipient Sick CPSE" as per Department of Public Enterprises (DPE) Guidelines. As per the DPE guidelines, Department of Telecommunications has to formulate revival/restructuring/closure road map for MTNL, the process of which has been initiated.*

*Option-1 MTNL focuses on turnaround with support from Government/ Shareholders and seeks opportunities to sell/ divest select business assets. Under this option various steps suggested are as under:-*

- i. Focus on customer, defend current revenue, drive growth and additional revenue including Network capex investment.*
- ii. Asset Monetization – Lease, Sale of real estate, buildings. Lease/ sale of Tower, Fibre, Cu and active equipment etc.*

- iii. *Voluntary Retirement Scheme.*
- iv. *Reduce retirement age to 58 year from 60 year.*
- v. *Debt restructuring.*
- vi. *Equity infusion-through right issue or otherwise.*
- vii. *Liberalization and extension of 900 MHz beyond FY21 (20 years).*
- viii. *Surrender of 2100 MHz spectrum and continuation on liberalized 900 MHz spectrum.*
- ix. *Sale of Wireless Business.*

Option 2- *Seek opportunities for merger of MTNL with BSNL to become a pan-India integrated telecom operator offering wired and wireless telephony services and optimize resources and increase revenue through synergized operations.*

*The revival plan prepared by M/s Deloitte has been considered by MTNL Board in its 323<sup>rd</sup> Meeting held on 27.03.2017. The revival plan as recommended by MTNL Board has been received in DoT and is under process."*



## Observations/Recommendations

### Action Plan to increase the market share of BSNL and MTNL

10. The Committee while noticing an incessant decrease in the 'Wireline', 'Wireless' and 'Broadband' services on BSNL and MTNL, had recommended the Ministry of Communications (Department of Telecommunications) to formulate and implement a multi-pronged strategy, viz., one-time infusion of funds with stringent firewalls of accountability, technological advancement and network improvement, launching of innovative schemes for enhancement of customer satisfaction, improvement in the work culture of these entities, exploring synergies between BSNL and MTNL, etc. The Committee had also recommended that the option of handing over the Management of BSNL and MTNL to those professionals - who have a proven track record of facing a stiff competitive environment coupled with efficient management of finances, equipment, manpower and modern marketing strategies.

11. In response, the Ministry of Communications (Department of Telecommunications) has stated as under:-

- (i) *BSNL and MTNL are making efforts for technological advancement and network improvement, launching of innovative schemes for better customer satisfaction. The Synergies between BSNL and MTNL in Mobile and Enterprises Businesses have also been formulated.*
- (ii) *BSNL Broadband network's backbone connectivity has been upgraded from existing 1 Gigabit per second to 10 Gigabit per second and almost all Broadband access equipment are being connected on ring to avoid any downtime due to OFC cut. BSNL is also in process of setting up 40,000+ wi-fi Hot-Spot on Pan India basis(except Delhi & Mumbai) which will enable BSNL to provide Data services better than 4G technology*

*through these Wi-Fi Hot-Spots in a more efficient and economical manner.*

- (iii) The entire landline network is in process of migration into Next Generation Network (NGN) enabling BSNL to launch different Value added services and new schemes on affordable prices to suit customers. The NGN network consumes less power (almost 2% of current) and is more efficient and reliable having almost 'Nil' downtime.*
- (iv) MTNL is under a serious debt burden of Rs. 19,597 Crore (as on 31<sup>st</sup> December 2016 including Rs. 4534 crore Government of India liability) and is borrowing money to meet its day to day requirements and is unable to mobilize funds required for the developmental projects. MTNL has already initiated steps viz., reduction in HR Cost, VRS Scheme and Real-Estate monetization towards its revival.*
- (v) Earlier, Government has taken several measures to support MTNL and to undertake expansion plans. These measures include treatment of pensionary liabilities of Government employees absorbed in MTNL and who opted for combined service pension on parity with similar employees in BSNL, financial support of Rs.4533.97 crore on surrender of Broadband Wireless Access (BWA) spectrum and financial support of Rs.492 crore towards payment of Minimum Alternate Tax (MAT). Besides above, Government guarantee for raising debt through Bonds for an amount of Rs.3000 crore was also given in favour of Mahanagar Telephone Nigam Limited (MTNL).*
- (vi) The selection of members of Board of BSNL and MTNL is done by Public Enterprise Selection Board (PSEB) through an open process, where persons with requisite qualifications apply. As per existing guidelines and procedures through a process the board members are chosen. Further, the pay levels and structures in CPSE's are defined. The proposal of Committee envisages a change in policy, flexibility in choosing a team of professionals, with attractive pay scales.*

12. It is evident from the details furnished that either the Ministry are not serious about introducing the technological advancement for their network improvement or the infusion of funds still remains a problem area for embarking upon the reforms

process in this vital Public Sector. The Committee also note that the Ministry is silent on the issue of handing over the Management of BSNL and MTNL to those professionals who have a proven track record of facing a stiff competitive environment coupled with efficient management of finances, equipment, manpower and modern marketing strategies. The Committee expect that the replies of the Ministry should be complete and elaborate. The Committee, therefore, shall await Government response on these specific two points of their recommendation. While reiterating their recommendation, the Committee desire that the Ministry should continue pursue with the Government for infusion of funds for initiating the reforms process in the right earnest.

#### Possibility of merger of MTNL and BSNL

13. In response to recommendation of the Committee about the constitution of an Expert Committee to examine the prospects of merger of MTNL and BSNL, the Ministry of Communications (Department of Telecommunications) has outlined the following two options:-

- I. MTNL focuses on turnaround with support from the Government/ Shareholders and seeks opportunities to sell/divest select Business Assets.*
- II. Seek opportunities for merger of MTNL with BSNL to become a pan-India integrated telecom operator offering wired and wireless telephony services and optimize resources and increase revenue through synergized operations.*

14. The Ministry has further stated that the 'Revival Plan' prepared by M/s. Deloitte has been considered by MTNL Board in their 323rd meeting held on 27 March, 2017.

The 'Revival Plan' as recommended by MTNL Board has been received in the Department of Telecommunications and is under process. In this regard, the Committee are of the view that for the long-term survival and success of MTNL and BSNL, their merger would only be a viable proposition - in view of the fact that their merger would give both the entities a chance for competition against the emerging consolidated private sector players. Now that 'Revival Plan' has been considered by the MTNL Board and is presently under consideration of the Department of Telecommunications, the Committee desire that the Ministry should explore ways to implement the 'Revival Plan' without further loss of any precious time. The Committee would like to be apprised of the final outcome in this regard.

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