



सत्यमेव जयते

Department of Telecommunications  
Ministry of Communications  
Government of India  
New Delhi

# Quarterly Newsletter (January- March 2020)

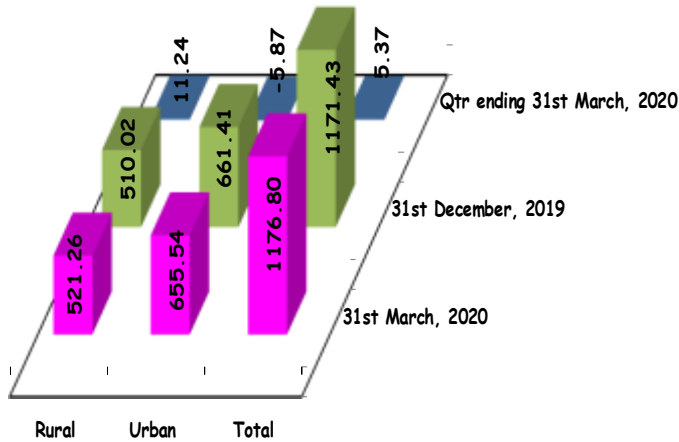


Highlights of major developments in the Telecom sector as well as initiatives by the DoT, during the quarter ending **March, 2020**, are given in the following sections.

## I. TELEPHONE CONNECTIONS AND TELEDENSITY

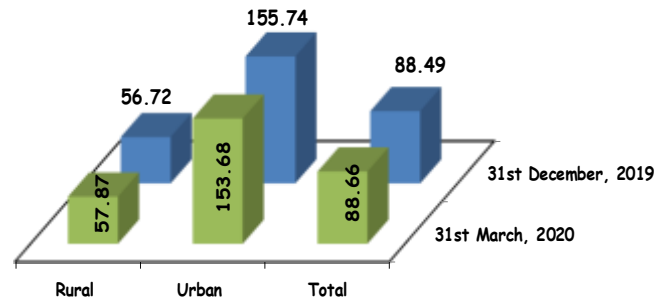
- (i) The number of telephones stood at 1176.80 million as on 31st March, 2020 from 1171.43 million on 31st December, 2019. This implies an increase of 5.37 million during the period, attributed to an increase in number of telephones in the private sector by 4.64 million during the period.

**Telephones**



The tele-density, which was 88.49% in the beginning of the quarter increased to 88.66% by the end of the March, 2020.

**Tele-density**



- (ii) The preference for use of wireless is reflected in the share of wireless phones, which reached 98.37% (1157.66 million) as on 31st March, 2020. On the other hand, the share of wire line was 1.63% (19.13 million) as on 31st March, 2020.
- (iii) In public sector, there was a slight increase of 0.73 million phones during the quarter ending March, 2020. However, in private sector there was increase of 4.64 million phones during the same period. The public sector had 134.97 million (11.47%) phones as against 1041.83 million (88.53%) phones of the private sector as on 31st March, 2020.
- (iv) As on 31st March, 2020, the share of urban was 55.70% (655.53 million) compared to 44.30% (521.26 million) of rural areas. The rural tele-density stands at 57.87% as compared to the urban tele-density of 153.68% as on 31st March, 2020.

## II. INTERNET PENETRATION

- (i) Internet usage in the country is on a steady growth path. The number of Internet subscribers (both broadband and narrowband put together) which was 687.63 million by the end of September, 2019 has increased to 718.75 million by the end of December, 2019, registering a quarterly growth of 4.53%.
- (ii) The number of subscribers accessing internet via wireless phones etc. was 696.36 million and there were 22.39 million wired internet subscribers at the end of December, 2019. Wireless internet subscribers constitute 96.88% of the total internet subscribers.
- (iii) The number of Broadband subscribers, which was 661.94 million at the end of December'19, increased to 673.39 million in January'20 with an increase of 11.45 million.

## III. Activities of DoT (January - March, 2020)

- a) Hon'ble Minister for Communication, Electronics & IT inaugurated the “Chennai-Andaman & Nicobar Islands (CANI) Submarine Cable laying work” at Chennai on 9<sup>th</sup> January 2020.



He also Flagged off the ship at Chennai, which will start the work of laying under sea Internet cable between Chennai and Andaman & Nicobar Islands. Work of laying of more than 2,300 Kms of undersea cable is funded by Department of Telecom and executed by BSNL.

It will provide high speed Internet connectivity to entire cluster of islands in Andaman and Nicobar



- b) Hon'ble Minister of State for Communications inaugurated India Telecom 2020, a global ICT business expo in New Delhi on 11th February, 2020.

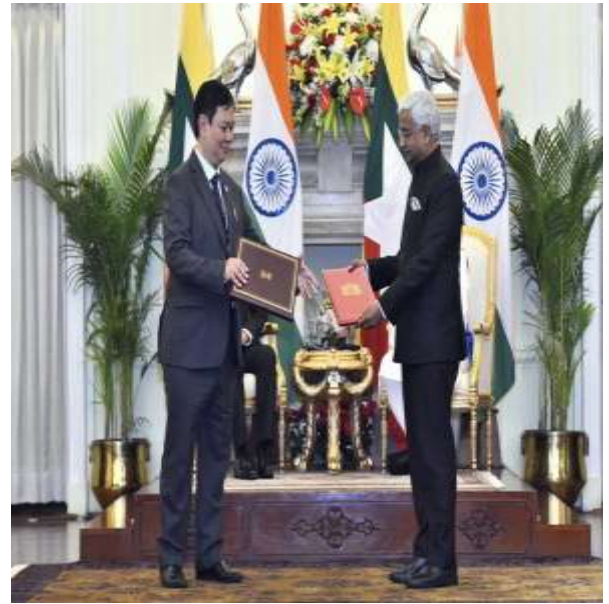
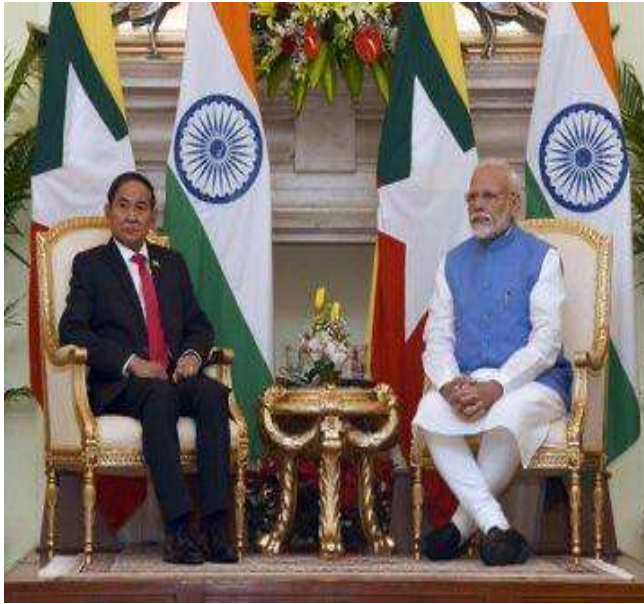


- c) On 21st February 2020, DoT launches 5G Hackathon in association with a number of government, academia & industry stakeholders to identify and promote applications relevant to India in the 5G realm.





- d) Secretary, DoT exchanged MoU with Ambassador of Myanmar in Hyderabad House, New Delhi on 27 February, 2020 in presence of Hon'ble PM Shri Narendra Modi and H.E. U Win Myint, President of Myanmar.



- e) DoT as a part of its nationwide outreach programme to achieve goals of NDCP 2018, National Broadband Mission is organising regional meetings & workshops throughout the country. This workshop was held for Bihar, Jharkhand, Odisha, Chhattisgarh and West Bengal.



f) **Policy:**

As envisaged in the National Digital Communication Policy (NDCP) 2018, Department of Telecommunications (DoT) is developing Broadband Readiness Index (BRI) of the States/UTs in order to address Right of Way (RoW) challenges, to create robust high-quality digital infrastructure, to attract investments, etc. A framework on BRI parameters has been prepared based on the objectives of NDCP and inputs from the industry/experts. The work of development of BRI has been assigned to Indian Council for Research on International Economic Relations (ICRIER) by signing a MoU between DoT and ICRIER.

- Nationwide outreach programmes were conducted through regional workshops to achieve the goals of National Digital Communications Policy 2018, National Broadband Mission and for implementing Broadband Readiness Index (BRI). During Jan-Mar 2020, two such regional workshops were conducted; one at Guwahati for North-East Region States/UTs on 02-03-2020 and another one at Patna for East Region States/UTs on 14-03-2020.
- Regional workshop at Guwahati was chaired by JS(Telecom) and officers from the States of Assam, Mizoram, Manipur, Arunachal Pradesh, Nagaland, Tripura and West Bengal participated in the workshop. The status of implementation of National Broadband Mission, Broadband Readiness Index and Right of Way policy were reviewed in the workshop.
- Regional Workshop at Patna for the Eastern Region States was conducted under the Chairmanship of Sh. Ravi Shankar Prasad, Hon'ble Minister of Communications, Law & Justice and Electronics and Information Technology. The status of Broadband Readiness Index, Right of Way policy implementation, activities related to National Broadband Mission, implementation of various schemes of DoT including BharatNet and implementation of MeitY schemes in the States of Bihar, Chhattisgarh, Jharkhand, Odisha and West Bengal, were reviewed during the regional workshop.

IV. **MTNL**

MTNL had launched VRS scheme 2019 with the help of DoT and the VRS was completed successfully. The large number of employees opted for VRS and 14387(executive & Non executive) numbers of employees out of 18700 total numbers of employees from Delhi & Mumbai on dated 31-01-2020. After VRS, in order to provide efficient telecom services to esteem customers, MTNL adopted various measures and instituted the SOP as enumerated below.

## **SOP adopted by MTNL to meet Emergent Situation**

- **Maintenance of Telecommunication Services:**

- i.** The Central and BCP Area is the main VIP Area, which covers Lutyens Delhi and Motibagh etc. Both GMs and their Area Managers are fully functional with 40% of Field Staff. In both these areas Staff with Vehicle and essential repair materials are always ready. One team is always available 24 X 7 to meet any exigency. The PM residence PRI fault was attended at 10 PM in night. The Other area including Mumbai is also working on similar pattern. The same SOP is being followed even in case of holidays within lock down periods.
- ii.** Employees have been permitted to use their personal conveyance for which the rates have been fixed.
- iii.** The Corporate Office is keeping a close watch and is extending all required help on 24 X 7 basis. Recently when Instruments have been exhausted, 1000 instruments have been purchased by close coordination with local authority and vendors in Nehru Place.
- iv.** Bus services have been hired in Mumbai for MTNL Staff.
- v.** Social Distancing Norms are being followed everywhere.
- vi.** The data usage are proactively monitored and top-ups are being offered, otherwise in case of exhausting data limit, the speed falls and the customer assumes that BB has gone faulty.
- vii.** The Pro-active monitoring and corrective actions of VVIP lines, all Secretaries, State Bhawan's, Courts & Judges are being done for smooth operations during lock down.
- viii.** The government is working through video conferences. All VC's done by govt. Including of Supreme Courts were conducted smoothly on MTNL Network.
- ix.** Additional FTTH and data connections have been provided to ministers and secretaries on demand.
- x.** Home Ministry Control Centre requirements of 15 additional direct lines have come at 18.00 hours and the same were made operational by mid-night.
- xi.** The augmentation of Home Ministry Call centre by another 35 lines was done on war footing and to be completed in end April 2020.
- xii.** Bihar Bhawan Control Centre Telecom requirements have been provided at a very short notice.
- xiii.** Fixed Broadband and Telephone Connections extended on emergent basis to Quarantine Centre near Chhattarpur Mandir Delhi.

- **Monitoring Maintenance and fault repair:**

- i. 24 × 7 monitoring is being done for Emergency Networks.
- ii. Services and data connectivity is being maintained to all critical installations.
- iii. Despite constraints and lockdown conditions faults are being attended on regular basis .600 - 800 faults are being cleared on a daily basis.
- iv. Proactive monitoring is being done to avoid any disruption in services.
- v. Mobile Services are being maintained at optimum level and have been attended on priority, as customers were facing some difficulty in receiving OTP's.

- **Customer Initiatives:**

- i. **Extended prepaid validity till April 20:** Subscribers will continue to receive incoming calls even after the validity of their prepaid plan is exhausted.
- ii. **An additional Rs 10 worth of talk-time** have also been credited in their prepaid accounts so they can continue making phone calls or sending SMS even after zero balance.
- iii. **Doubled free data** in all broadband plans of landline and mobile have been allowed for a month without any additional cost.
- iv. **One-month free access to corporate servers for work from home:** Many organisations have their main server on MTNL MPLS Network. Employees of such organisations who have MTNL Broadband can be enabled with MTNL VPNoBB (Virtual Private Network Over Broadband). Through this, they can access their office servers over a secure medium. This facility has been extended for one month without any additional charge.
- v. The date for payments of Bill has been extended.
- vi. All the disconnections have been deferred.
- vii. An incentive of Rs 5 per bill per month has also been announced for the payments of bills through online modes.
- viii. Voice prompt for making digital payments has been started to all customer of Rajouri Garden and Rohini exchanges for Landline/ FTTH / Broadband customer for accessing MTNL services through MTNL website instead of visiting MTNL Counters.
- ix. Around Rs 120 Crore, which includes Rs 60 Crore from retail customers have been received digitally in this lockdown period. Normally Customers preferred to pay MTNL bills in customer Service Centres.



- **Fulfilment of Govt Directives:**

- i. Measures to be adopted for the prevention of corona virus have been added as voice prompt before the Dial tone.
- ii. **National What's app number 9013151515** provided.
- iii. **Opening of Short Codes:** New Short codes 1075 and TFN **1800112545** allocated to MoHFW as National helpline numbers for managing COVID-19 calls has been made operational.
- iv. Short codes 1930 and 1944 for provision and operationalization of emergency telephones and help lines at MHA are opened.
- v. SMS regarding installation of Arogya Setu APP being launched by Indian Govt has been broadcasted from Delhi and Mumbai in Hindi and English.
- vi. Around 1.4 Cr SMS have been sent regarding corona as per DoT directions ( 60 lacks in Delhi and 80 lakhs in Mumbai ).
- vii. Out of Box Solutions like Fixed Wireless Connections on 3G have been provided in remote Quarantine centre at EWS Flats, Loknayak Puram Bakkarwala Village Delhi.
- viii. In view of the special situations, as per the directives of GoI and Delhi Govt. extra lines and BB connectivity wherever required are provided.

- **General Administrative Points:**

- i. In line with Govt guidelines to prevent the spread of Covid19 disease Sanitizer and Protective Equipment's have been provided to MTNL staff.
- ii. To maintain social distancing necessary measures are adopted in all the exchanges and office premises.
- iii. Permission has been given for maximum staff to work from home who could not attend office due to public transport not being available.
- iv. Necessary instructions along with Dos and Don'ts guidelines for the prevention of Covid 19 disease has been circulated among the staff.
- v. The first instalment of ex-gratia to the VRS optees has to be released.
- vi. Pending payments of Micro and Small Enterprises is released to alleviate their difficulties in view of the lockdown and their difficult situation.
- vii. Despite facing acute financial crises all the due bank loans are paid on time without any default.
- viii. MTNL has paid the income tax much before due date (30 days before).

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