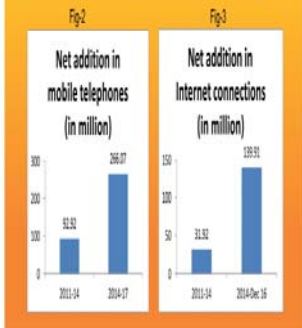
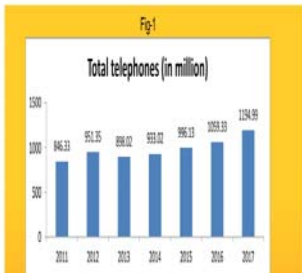


I. Major achievements which have benefited the people or appreciated by the people.

Telephone Touching Top Heights

India added 261.57 million telephones during April, 2014 to March, 2017 as compared to 86.69 million net addition during April, 2011 to March, 2014. Mobile phone addition touched 266.07 million during the period from April 2014 to March 2017 as compared to 92.92 million during April 2011 to March 2014 (Fig-1) and Fig-2). Internet connections added during March 2014 to December 2016 is 139.91 million as compared to 31.92 million added during April 2011 to March 2014 (Fig-3). Total internet connections as on December 2016 was 391.5 million.



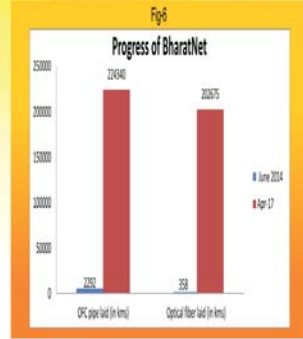
Mega Spectrum Auction

The mega auction of Spectrum in 700, 800, 900, 1800, 2100, 2300 & 2500 MHz bands was conducted successfully in October, 2016. The auction sold 965 MHz of Spectrum in different bands, which is more than 609 MHz sold cumulatively in last four auctions from 2012 to 2016. The auction also fetched a total amount of ₹ 96,000 crore, and highest ever upfront payment of ₹ 33,000 crore since 2012 (Fig-4-5). As a result of the auction there has been an increase in availability of Spectrum for the operators. It has also reduced network congestion and call drop incidents.



BharatNet - Beaming Broader

For the deeper digital penetration in rural areas, the Government has implemented the flagship BharatNet program to link each of the 2.5 lakh Gram Panchayats of India through Broadband optical fibre network. On its completion BharatNet would facilitate Broadband connectivity (with a 100 Mbps of bandwidth) for over 800 million rural citizens of the country. As on date, OFC has been laid in 2,02,675 km covering 80027 Gram Panchayats (GPs), as compared to 339km of OFC laid till June 2014. Currently the OFC pipes are laid in 2,24,340 km covering 100,544 GPs as compared to 2,292 km laid till June 2014 (Fig-6).



Aadhar Based E-KYC Services

Towards realising the goal of 'paperless', the Government has prescribed an Aadhar based E-KYC services for issuing mobile connections from September, 2016. Under this, a subscriber can authenticate himself using his biometrics at the point of sale and obtain a new activated sim-card in 30 minutes. When manually done, this process takes almost a day and involves a lot of paper work. In addition to simplifying the process, this also ensures security assurance and is an environment-friendly measure saving more than 50,000 trees annually.

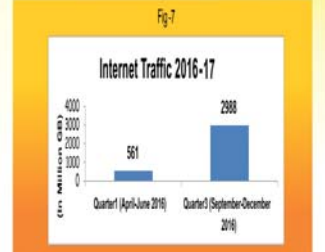
Mobile Number Portability

Government has allowed One Nation - Full Mobile Number Portability (MNP) on 3rd July 2015, that enables the subscribers to change their licence service area and still retain their mobile number. This also helps in developing mobile numbers as an identity of individuals for providing various government services and more towards JAN (Jan Dhan-Aadhar-Mobile) Trinity.

II. Other important achievements

- Mobile Services were provided in 2199 locations in Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Odisha, Telangana, Uttar Pradesh and West Bengal, which are affected by Left Wing Extremism (LWE).
- The Government has mandated that mobile phones sold in India will come with a dedicated 'panic button' and Global Positioning System (GPS). Accordingly the Mobile Phone Handsets Rules, 2016 were notified in April 2016.
- The Government has issued guidelines on 31st March 2016 for VNO (Virtual Network Operator) allowing Telecom Service Providers to utilise their networks and spectrum efficiently by sharing active and passive infrastructure. Till date 55 licenses have been granted for VNOs.
- Spectrum sharing was allowed for the first time in India on 21st April 2016, when operators were allowed to pool their respective Spectrum holdings for using the whole Spectrum block.
- The government has permitted trading of Spectrum by allowing an Access Service Provider (Seller) to transfer Spectrum usage rights and obligations to another Access Service Provider (Buyer). This has facilitated the optimisation of resources.
- Harmonisation of Spectrum in 800 MHz and 1800 MHz bands that was carried out from April to September, 2016 resulted in rationalisation of Spectrum holdings of telecom service providers, and transferring defence holdings to the defence bands.
- The Govt approved plans for laying Submarine OFC connectivity between Mainland India and Lakshadweep and Andaman Nicobar Islands.
- Department has approved a proposal to set up 25,000 Public Wi-Fi Hotspots using the block-level infrastructure of BSNL's Telephone Exchanges in rural areas.
- Proposal for setting up of 5000 Wi-Fi Chaupals at Gram Panchayat levels in the 18 states of the country by CSC-SPN at an estimated cost of 100 crore, to be funded from NSRF, has been approved.
- Proposal has been approved by RailTel for setting up Wi-Fi hotspot at 200 rural railway stations.
- A Memorandum of Understanding (MOU) has been signed between Department of Post (DoP), BSNL and BSNL for providing Broadband services at the Post Offices of the DoP by utilising the infrastructure created under BharatNet project at the Gram Panchayats as part of Digital India initiative.

India has achieved significant improvement in Internet usage. This is amply clear from the fact that Data traffic has shown a six fold increase from 561 million GB in the first quarter to 2988 million GB in the third quarter of 2016-17 (Fig-7).



Earnings of BSNL (before interest, depreciation and taxes, i.e. EBDITA) which was (-) 691 Crore in 2013-14 became (+) 872 Crore in 2014-15 & further (+) 3855 Crore in 2015-16 (Fig-8). With the operating profits turning positive and losses narrowing down, the BSNL is now on a path of revival. The total income of BSNL increased by 7.05% up to third quarter of 2016-17 compared to the same period of previous year.

The market share of BSNL, which was declining till 2015 has since shown an upward trend (Fig-9).



Department of Telecom has launched Tarang Sanchar, a web portal for information sharing on Mobile Towers and EMF Emission Compliances, with a view to generate confidence and conviction with regard to safety and harmlessness from mobile towers, clearing any myths and misconceptions. The portal can be accessed at www.tarangsanchar.gov.in. The portal has the complete collated technical details of over 14.9 lakh Base Transceiver Stations (BTS) spread across the country of all technologies (2G, 3G, 4G etc.) and of all Telecom Service Providers (TSP).



• EMF radiations from a mobile tower are far below the safe limits, prescribed by International Commission on Non-Ionizing Radiation Protection (ICNIRP) and recommended by WHO, and have no convincing scientific evidence of causing adverse health effects. Department of Telecommunications has prescribed stricter precautionary norms for exposure limit for the Base Station Emissions which is 1/10th of the existing limits prescribed by ICNIRP and recommended by WHO.

• The Government has taken initiative to explore various technology solutions focused around developing an affordable and reliable ICT solution suitable for the rural landscape. The initiative centers on developing rural Wi-Fi infrastructure and host of suitable applications enabling transformation of a village into a 'Wi-Fi village'. The Government proposes to leverage the existing infrastructure under BharatNet optic fibre network at Gram Panchayats (GP) and extend it over a Wi-Fi Hot Spot covering the vicinity of Gram Sachivalayas of the village so as to create Wi-Fi Choupal, a rural internet service delivery platform managed and operated by local villagers.

• Both Government and TRAI are taking all possible steps and pursuing with the TSPs to address the problem of call drop and bring it down within the permissible limit. About 8.8 lakh additional BTSs (Base Transceiver Stations) across the country have been installed during the period April-2014 to March-2017, out of which 2.5 lakh were installed during June-2016 to March-2017 (Fig-10).



• There has been a marked improvement in the number of TSP (Telecom Service Provider) complying to the bench marks prescribed for call drop. The number of CG and SG TSPs who were not meeting the benchmarks are consistently coming down.

• The Department drew up an Action Plan for 'Swachhita Pathshala' for a focused attention. The activities chosen include, inter-alia, special cleanliness drive in the office building premises and its surroundings, cleanliness and hygiene in the Departmental Canteens, disposal of unserviceable office equipment/furniture/other material including e-waste in the Department and related PSUs and organisations. A special cleanliness drive was undertaken during the course of the Swachhita Pathshala besides a major focus on 21,600 Telephone Exchanges, guest houses and canteens of BSNL and VNL.



• The Department has launched 'Twitterave' on 2nd August 2016 for obtaining feedback/grievances related to Telecom issues and services from the public. All the Divisions/Units of DoT as well as Telecom Service Providers (TSPs) and few important Internet Service Providers (ISPs) have been participating on Twitterave. The Tweets coming on Twitter handle @manojgandhi are forwarded to concerned Telecom Service Providers and other Units/Divisions of DoT for quick action and regular monitoring. As on date out of total 1451 Tweets received, 1485 have been resolved in time bound manner.

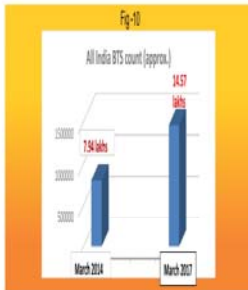


Social Responsibility

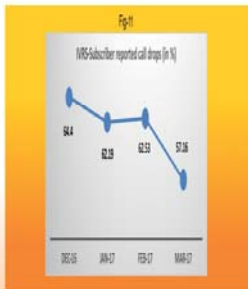
BSNL declared on 29th April 2015 that all ISD voice calls from India to Nepal from BSNL mobile & BSNL fixed lines to any other network in Nepal were to be treated as local call from 28th to 29th April 2015 as a relief measure due to earthquake in Nepal. It means that the calls which were costing ₹ 10/- per minute were charged at ₹ 1.10/- to ₹ 1.100/- (Depending upon the tariff plan used by customer). The total minutes of the calls registered during this period from India from BSNL network to Nepal were 11.7 lakh minutes. This BSNL gesture helped many people to connect with their relatives in Nepal at local call rates. During cyclone Hudhud in Odisha and Andhra Pradesh the same assistance was shown by BSNL in maintaining the network and also in the Chennai floods, BSNL led from the front in restoring network providing services and even offering the services free of cost to all flood-stricken people in this hour of calamity.



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• DoT launched 1955 Interactive Voice Response System (IVRS) in December 2017. The results obtained through the IVRS platform show that the call drops reported by subscribers have dropped from 84% in Dec-2016 to 57% at the end of Mar-2017, a drop of nearly 17% in 3 months (Fig-11).



Department of Telecommunications

Progress during the last three years (2014-17)

