

**Time taken to Repair Telephone
Faults in Calcutta**

5523. PROF BIMAL KANTI GHOSH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the average time taken to rectify a defect/fault in Calcutta Telephones as compared to the national average and the average time taken to rectify faults in the telephone systems of other State Capitals; and

(b) the steps taken/proposed for reduction in the average time taken to repair a fault in Calcutta?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) In Calcutta telephones the average time taken to rectify a fault is 31 hours as compared to the national average of 11.4 hrs. and average of other State Capitals as 6.7. hours.

(b) Following steps are being taken to reduce the average time taken for repairs:

- (1) Progressive replacement of old cables.
- (2) Adoption of thermo shrink jointing technique.
- (3) Computerisation of cable records and fault repair service.
- (4) Use of portable testers for line staff.
- (5) Replacement of faulty telephone instruments instead of repairing them at site.
- (6) Monitoring of long duration faults by senior officers.

**Trunk Booking '180' Service of
Calcutta Telephones**

5524. PROF. BIMAL KANTI GHOSH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have received complaints about the difficulties which the telephone subscribers in Calcutta have to experience in getting trunk number '180' for booking a trunk call;

(b) the time taken for answering a '180' call in Calcutta as compared to the standards fixed by the Department;

(c) the proportion of telephone operators and trunk circuits in Calcutta as compared to the proportion in other cities in India; and

(d) the steps taken/proposed to improve the '180' service of Calcutta Telephones?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes, Sir.

(b) 60% of the trunk calls are answered within 10 seconds against the departmental norm of 90%. In Calcutta 90% of the trunk calls are answered within 16 seconds.

(c) The proportion of Telephone Operators and trunk circuits in Calcutta are comparable to that in other cities in India. These are as per existing standards.

(d) Augmentation of local junctions for '180' service is being taken up based on the trunk traffic study. Installation of additional positions for '180' trunk booking is also being envisaged.

**Average Telephone Complaints in
Calcutta**

5525. PROF. BIMAL KANTI GHOSH: Will the Minister of COMMUNICATIONS be pleased to state: