

**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:

(a) the average of complaints per 100 telephones per month in Calcutta as compared to the national average and average of such complaints in the Telephone systems of other cities in India; and

(b) the exchanges in Calcutta where the complaint rate is more than the average rate ?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA) : (a) In Calcutta the average number of complaints per 100 telephones per month is 39 as compared to the national average of 48.3. This average figure of other metropolitan cities, namely, Bombay, Delhi and Madras is 44.2

(b) The details of the exchanges where the complaint rate is more than the average rate is given in the attached statement.

Statement

Names of the telephone exchanges in Calcutta Telephone District where the complaint rate is more than the average rate.

1. Central
2. Tarratabazar
3. Jora Saka
4. Avenue
5. East
6. Circus
7. Russa
8. Cossipore
9. Dum Dum
10. Panihati
11. Srirampore
12. Salkia

13. Shippore

14. Jadavpur

15. Behala

16. Antola

17. Andul

18. Barrakpore

19. Barasat

20. Batpara

21. Chandan Nagar

22. Chinsura

23. Kalyani

24. Narendrapur

25. Tribani

Import of Electronic Telephone Exchanges

5526. PROF. NARAIN CHAND PARASHAR : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government had decided to import Electronic Telephone Exchanges from abroad any time during the past three years after concluding the agreements in this regard;

(b) if so, the exact date on which this decision was taken and the number of Exchanges imported and installed so far;

(c) the details about these Exchanges including the names and addresses of the companies from whom these have been purchased their cost, etc, and other terms and conditions stipulated in the agreement for purchase;

(d) if not, the likely date by which these would be imported; and

(e) the reasons for delay and the terms and conditions of purchase as incorporated in the agreement ?