

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:42
ANSWERED ON:20.11.2000
OUT OF ORDER TELEPHONES IN GURGAON
SUDHA YADAV

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of telephones functioning under Gurgaon City Exchange;
- (b) the monthly average of telephones that remain out of order;
- (c) the maximum and minimum of days in which a fault is removed;
- (d) the reasons for delay in making the telephones functional;
- (e) whether the Government propose to stop taking line charges for the days, the telephone remains out of order; and
- (f) if so, the facts thereof and if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) At present 31475 telephones are functioning in Gurgaon City.
- (b) On an average 0.4% telephones remain out of order on daily basis.
- (c) Minimum two hours and maximum 7 days are taken to remove a fault in general.
- (d) Efforts are made to ensure that the telephones are made functional within 24 hours. But cable faults occurring due to digging by various agencies take more time in rectification. Shortage of staffs is another reason for delay in attending the faults.
- (e)&(f): Yes, Sir. Department gives rebate in rental charges if the telephone remains out of order beyond 7 days.