

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:636
ANSWERED ON:28.02.2000
AUTOMATIC FAULT FINDING FACILITY
AMBATI BRAHMANAIAH

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Telecom Department has started an automatic fault finding facility in the Krishna District of Andhra Pradesh;
- (b) if so, the name of the other districts in the state having such a facility;
- (c) whether this facility helps the consumer in getting speedy repair of his telephone;
- (d) if so, the details thereof;
- (e) whether the delays are usually mandate and due to lack of enthusiasm in the technical personnel to fix such faults; and
- (f) if so, the manner in which the Telecom Department propose to motivate their employees to repair the faults promptly ? ****

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) No, Sir.

(b) to (d) Does not arise in views of (a) above.

(e) The faults are being identified by utilizing existing testing facilities and the faults are being attended promptly.

(f) The following measures are being taken to motivate the employees to repair the faults promptly :-

- (1) Lectures are being organized on motivation, improvement in customer care and staff behaviour towards customers, for the staff by eminent management experts, special module on motivation is added for the training being imparted to Sr. TOAs.
- (2) Pagars have been provided to the field line staff in Hyderabad, the state capital of Andhra Pradesh and four more stations viz. Visha- khapatnam, Vijayawada, Warangal and Rajahmundry for the prompt attention to the complaints of the subscribers.
- (3) Sanchar Doot, Sanchar Shree and Sanchar Sarathi awards are given to the staff for their excellence performance.