

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3655

ANSWERED ON:07.08.2002

COMPLAINTS ABOUT MTNL SERVICES

GADDE RAMAMOHAN;M.V.V.S MURTHI;RAJO SINGH;SHYAMA SINGH;SURESH RAMRAO JADHAV (PATIL)

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the MTNL, Delhi has failed to provide services as per customer satisfaction;
- (b) if so, whether several complaints lodged by customers remain unattended for weeks together;
- (c) if so, the facts thereof;
- (d) whether several customers who have surrendered their phones are not paid security deposits etc. in time;
- (e) if so, the number of such cases pending as on date and action taken for timely payment; and
- (f) the steps taken by the MTNL to provide efficient services?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) No, Sir.

(b)&(c) Sir, about 70% complaints related to telephone faults are attended within 48 hours, and approximately 95% are attended within seven days, which are generally due to underground cable faults. Only a small fraction of faults (approximate 5%) remain over one week due to multiple faults on account of massive digging of roads etc.

(d)&(e) Sir, few cases get delayed due to want of documents from the customers. There are 13264 refund cases pending in MTNL Delhi as on date, which are under process. Some cases are pending due to want of some documents to be submitted by the customers. It has been decided by MTNL, Delhi not to insist on recovery of telephone instrument if the number was working for more than three years period. For less than three years period, a nominal amount of Rs. 150/- is to be deducted from the security deposit. Telephone directory is also not insisted to be deposited back for getting the refund.

(f) MTNL has initiated the following steps to provide efficient services to the customers:

- The FRS (Fault Repair Services) of all the exchanges have been fully computerized.
- Pagers have been issued to line staff for quick disposal of complaints.
- All the old technology exchanges have been replaced with digital electronic exchanges.
- Paper core underground cables are being replaced by Jelly Filled Cables/Optical Fibre Cables in phased manner.
- Cable length has been reduced by opening more switching nodes viz. Remote Switching Units (RSUs), Digital Line Concentrators (DLCs), CORDECT etc.
- Introduction of wireless technology in network including Wireless in Local Loop (WLL) for both fixed and mobile type.
- Rehabilitation of external plant has also been started where Pole type DPs are converted into Wall type DPs.
- All Senior Officers are easily accessible to the public.