

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

UNSTARRED QUESTION NO:2553
ANSWERED ON:31.07.2002
FUNDS ALLOCATED FOR UPGRADATION OF TELECOMMUNICATION SYSTEM
RAMDAS ATHAWALE

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

(a) the amount spent during the last three years and current year so far by the Union Government to upgrade telecommunication system, years-wise; and

(b) the effective steps being taken to remove the ever increasing number of complaints of telephone subscribers?

Answer

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

(a) The amount spent during the last three years and current year to upgrade telecommunications system is given in Annexure-I

(b) A statement is given in Annexure-II

ANNEXURE-I

Amount spent during the last three years and in the current year to upgrade telecommunication system

(Rs. in Crore)

Sl.No. Year DOT BSNL MTNL TOTAL

1	1999-2000	12562.58	-	958.75	13521.33
2	2000-2001	8629.74+	9136.94#	838.47	18605.15
3	2001-2002	-	12231.00##	977.66	13208.66
4	2002-2003	-	3440.00+++	65.89++	3505.89

+ Expenditure from 01.4.200 to 30.9.2000. Department of Telecom Services/DOT were Corporatized and BSNL formed w.e.f.01.10.2000
Expenditure form 01.10.2000 to 31.3.2001.
Provisional expenditure. Accounts are under finalization.
++ Expenditure from 01.4.2002 to 30.6.2002.
+++ Estimated expenditure up to 25.7.2002.

ANNEXURE-II

Following steps are being taken to remove the complaints of telephone subscribers.

- i) Monitoring of fault repairs by Senior Officers and they are easily accessible to public.
- ii) Computerization of fault repair services for better monitoring of faults.
- iii) Provision of pagers to line staff for fast communication of faults in some cities.
- iv) Replacement of life expired telephone instruments in phased manner.
- v) Rehabilitation/up-gradation of external plant.
- vi) Opening of more and more remote line units in order to reduce the cable net work up to subscribers premises which is the main contributor in the fault rate.
- vii) Introduction of new technology e.g. Wireless in Local Loop, Digital Line Concentrator etc. to eliminate the need for underground cable.

viii) Functioning of Vigilance & PG Cells.