

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

UNSTARRED QUESTION NO:342
ANSWERED ON:20.11.2002
FAULT REPAIR SERVICE IN RURAL AREAS OF ANDHRA PRADESH
AMBATI BRAHMANAIAH

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

- (a) the details of steps proposed to ensure early fault repair service for rural areas in Andhra Pradesh;
- (b) whether the officials of BSNL routinely inspect telecom facilities in distant areas; and
- (c) if so, the details of action taken to improve service in this area?

Answer

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

(a) The following steps are being taken to ensure early fault repair service:-

- (i) Computerized fault repair service centers are available at short distance charging centers(SDCCs).
- (ii) During crisis events and monsoon, control rooms are being manned to monitor and rectify the faults immediately.

(b) Yes, Sir.

(c) Following steps are taken to improve service in these areas:-

- (i) Routine inspections are being carried out by Officers of various levels. During the inspection, if any defects are found in the system, they are being rectified immediately.
- (ii) For improving the services in these areas, augmentation of transmission media, replacement of life expired and faulty infrastructure are carried out.