

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

UNSTARRED QUESTION NO:6525
ANSWERED ON:07.05.2003
RECTIFICATION OF FAULT
A.C. JOSE;BIR SING MAHATO;MANSINH PATEL;SRIPRAKASH JAISWAL

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

- (a) whether the Government have fixed any time limit to dispose of complaints regarding faults in MTNL landline telephones;
- (b) if so, the details thereof;
- (c) whether there are cases where despite repeated complaints, the telephone faults are not rectified and the complainants names removed from the computerised list without rectifying the fault;
- (d) if so, the details of such cases;
- (e) the action taken against the erring officials; and
- (f) the number of telephone complaints made and disposed of after rectification of faults during the last three months in Telephone exchanges located in South Delhi?

Answer

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

(a) & (b): Sir, target for disposal of complaints regarding faults as fixed by MTNL are as follows:-

Delhi Mumbai

Same day clearance	62%	65%
Next day clearance	87%	91%

Fault Rate and Fault Clearance of MTNL, Delhi is slightly poor as compared to MTNL, Mumbai due to the following reasons: -

- (i) Underground cable network of Delhi Telephones is very old consisting of predominantly paper core cables.
- (ii) Lot of digging activities have been carried out by different agencies like Municipal Corporation of Delhi (MCD), Delhi Jal Board (DJB), Delhi Vidyut Board (DVB), Private Telecom Service Providers, Delhi Metro Rail Corporation (DMRC) etc. leading to damage to underground cable pairs.
- (c) 10 such cases came to notice of MTNL, Delhi only during 2002-03.
- (d) The details are as follows:

Sl. No. Details of complaints

- 1 Faulty service of T. No. 5825783.
- 2 False clearance detected for T. No. 2415629.
- 3 False clearance detected for T. No. 2373279.
- 4 False clearance detected for T. No. 2384829.
- 5 False clearance detected for T. No. 2183381.
- 6 False clearance detected for T. No. 2045473.
- 7 False clearance detected for T. No. 2175123.
- 8 Faulty service of T. No. 27137820.
- 9 False clearance detected for T. No. 7043876, 7057078.

10 Faulty service of T. No. 5010874.

(e) Administrative warning has been issued to three officials and minor penalties have been issued to ten officials.

(f) 4,23,441 number of complaints were booked in all the Telephone Exchanges located in South Delhi (South - I and South - II areas). All these complaints have been disposed off as on date.