

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

UNSTARRED QUESTION NO:7300
ANSWERED ON:15.05.2002
STD FACILITY IN JHARKHAND
RAVINDRA KUMAR PANDEY

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

- (a) the effective steps taken to ensure the satisfactory functioning of STD services and preventing them from becoming non functional in Jharkhand State;
- (b) whether there is a provision for registering complaints regarding non functioning of STD Services in Bharat Sanchar Nigam Limited and the Government;
- (c) if so, the details thereof; and
- (d) whether the Government have taken any effective steps for making available regular telephone service in every telephone exchange of Jharkhand State?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) Following steps have been taken to ensure the satisfactory functioning of STD services and preventing them from becoming non functioning in Jharkhand State:

i) As on 31st March 2002, all 372 exchanges working in Jharkhand Telecom Circle have STD facility, out of which 363 exchanges are on reliable media and the remaining 9 exchanges working on unreliable media are planned to be provided with reliable media during the current financial year subject to the availability of resources.

ii) Expansion/ Augmentation of Trunk Automatic Exchange (TAX) junction capacity as per traffic justification and commissioning of new technology TAXs at Jameshedpur, Dhanbad and Hazaribagh for providing smooth STD service.

iii) For better maintenance of STD services, adequate spare transmission media equipment is kept.

iv) Monitoring of STD functioning at Secondary Switching Area (SSA) as Circle level.

(b) Yes, Sir.

(c) Complaints of non- functioning of STD service can be lodged to the concerned TAXs by dialing 182. Apart from this, such complaints can also be lodged at the Grievance cell functioning at SSAs and in the Circle office.

(d) Yes, Sir. Following steps have been taken for making available regular telephone services in Jharkhand State:

i) All exchanges have been upgraded/ replaced by reliable digital Electronic Exchanges.

ii) Providing reliable transmission media (OFC/UHF) to more and more number of exchanges in a phased manner.

iii) Maintenance staff has been posted for each exchange for smooth operation and maintenance of the exchanges.

iv) Opening of more and more remote lines units in order to reduce the size of the outdoor cable network plan up to the subscriber premises which is a main contributor to the fault rate.

v) Introduction of wireless in local loop technology and digital line concentrator in the network.

vi) Use of 5 pair PIJF cable in place of drop wire to reach the subscriber premises.

vii) Computerization of fault repair services in more and more exchanges for better monitoring of faults.

viii) Providing maintenance free battery sets and standby generators/portable generators in rural exchanges to overcome the long duration power breakdowns.

