

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

UNSTARRED QUESTION NO:1391
ANSWERED ON:30.07.2003
POOR TELEPHONE SERVICE IN RURAL AREAS OF DELHI
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the telephone services in the rural areas of Delhi have been deteriorating and the telephones remain out of service for days together and the same are not rectified despite repeated complaints to the authorities concerned;
- (b) whether there have also been complaints from different parts of Delhi about the poor services in attending to the complaints by the MTNL causing a lot of inconvenience to the people;
- (c) whether it is also a fact that the MTNL's computerized center for registering complaints also remain out of order for days together and the complaints are not being registered; and
- (d) if so, the steps taken to have the complaints of the subscribers attended to promptly and the instructions issued in this regard to the concerned authorities?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI J. PRADHAN)

- (a) Normally, the Telephones are rectified within 48 hours. Some cases get delayed due to damages/faults in underground cables.
- (b) There have been large scale digging activities in Delhi in the recent past by various agencies like Delhi Metro Rail Corporation, Private telecom service providers, agencies engaged in construction of over bridges, apart from Municipal Corporation of Delhi, Public Works Department, Delhi Jal Board, Delhi Vidyut Board etc. On account of extensive digging through out the Metro city a large number of underground cables have been damaged resulting into telephone faults at the onset of very first rains of season. MTNL has taken action to restore these faults on war footing basis.
- (c) No, Sir. The complaints can be registered in MTNL's computerised telephone booking service round the clock in all the exchanges.
- (d) Measures initiated to reduce the faults and improve the services are given in the Annexure.

Annexure

Measures initiated to reduce the faults and improve the services :-

- (a) Computersed fault reporting system is introduced, which helps in booking, testing and sending the faults to the concerned line staff.
- (b) Line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.
- (c) Subscriber loop length being reduced by planning more Remote Subscribers Units (RSUs)/Remote Line Units (RLUs)/ Digital Loop Carriers (DLCs)
- (d) Overhead wires are minimized by introducing 5 pair cables and wall Distribution Points (DPs).
- (e) Rehabilitation work in respect of leading in cable and rewiring of multi-storeyed buildings is being done.
- (f) Paper core underground cable are being replaced by Jelly Filled Cables/ Optical Fibre Cables with DLCs.
- (g) All the Electro-mechanical exchanges and analog electronic exchanges in MTNL have been replaced by digital electronic exchanges.
- (h) The junction network has been completely transferred to Optical Fibre Cable links. Further improvement is being done by providing Synchronous Digital Hierarchy (SDH) systems connected on the ring architecture.
- (i) Faults are monitored regularly by Senior Officers.

(j) Managed Leased Data Network system has been introduced to improve the performance of the Leased circuits.

(k) MTNL has liberalized the policy to replace all telephone instruments older than 5 years. This is being implemented in phases. In the first phase, instrument more than eight years old are being replaced.