

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

UNSTARRED QUESTION NO:260
ANSWERED ON:03.12.2003
POOR SERVICE OF 197 AND 198
RAMJI MANJHI

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

- (a) whether the Government are aware of the poor service rendered by 197 and 198 of MTNL;
- (b) if so, the reaction of the Government thereto; and
- (c) the steps being taken to bring about the desired improvement in these services on priority basis?

Answer

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

(a) No, Sir. 197 and 198 services are working satisfactorily. While 198 is fully computerised service with IVRS (Interactive Voice Response System), 197 Service is being catered to through recently inducted Call Centre.

(b) Does not arise in view of (a) above.

(c) Following measures have been taken to further improve 197 service by MTNL:-

(i) Call center based solution for 197 service to handle the enquiries more efficiently has been introduced in Delhi.

(ii) The connectivity between computer enquiry centres located at dispersed locations in the city has been improved.

(iii) Automatic Call Distributor (ACD) has also been planned at four locations namely, Fountain, Charai, Goregaon and Prabhadevi in Mumbai to improve/ monitor 197 services.