

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

UNSTARRED QUESTION NO:2991  
ANSWERED ON:18.08.2004  
FAULTY TELEPHONE SERVICE IN MAHARASHTRA  
Patle Shri Shishupal Natthu

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

- (a) whether the number of incidents of frequent telephone disorder has increased in Maharashtra;
- (b) if so, whether quick action is not being taken in regard to the complaints despite repeated requests;
- (c) whether there is any special cell for filing complaints in case the breakdown of telephone service is not restored within two or three days;
- (d) if so, the details thereof;
- (e) whether a number of subscribers of the landline telephone service are opting for disconnection due to unsatisfactory service being provided by the M.T.N.L. and V.S.N.L.;
- (f) if so, whether there is any proposal to keep a separate record for not taking any action in regard to the complaints within two or three days and to punish the officials found guilty; and
- (g) if so, the details thereof?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) No, Sir.
- (b) No, Sir. Does not arise in view of (a) above.
- (c) & (d) In case of delay in restoration of faults, the subscriber can approach to field officers and other senior officers at Head office. Also a Toll Free No. 1094 is functioning in Maharashtra Telecom Circle of Bharat Sanchar Nigam Ltd. (BSNL) at circle level for this purpose.
- (e) Yes, Sir. Some land line telephones have been disconnected due to unsatisfactory service also. Videsh Sanchar Nigam Ltd.(VSNL) does not provide landline telephone service.
- (f) & (g) Faults pending for more than two to three days are monitored by senior officers and remedial action taken. Action is also taken against erring officials found guilty of delay in restoration.