

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

UNSTARRED QUESTION NO:4286  
ANSWERED ON:21.12.2005  
FAULT RATE OF TELEPHONES  
Adhalrao Patil Shri Shivaji

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

- (a) whether the fault rate of telephones has gone up in Delhi, Mumbai and Pune and the complaints are not being attended to promptly;
- (b) if so, the corrective measures taken by the Government in this regard;
- (c) whether many landline subscribers are surrendering their phones due to poor services being provided by the Mahanagar Telephone Nigam Limited (MTNL) and the Bharat Sanchar Nigam Limited (BSNL); and
- (d) if so, the steps taken by Government to make them more efficient?

**Answer**

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

(a) Sir. Fault rate of telephone is coming down in Delhi and Mumbai as per following details:

	Faults in 2002-03	Faults in 2003-04	Faults in 2004-05	Faults in 2005-06 Upto Nov.2005	Remarks
	Per 100	Per 100	Per 100	Per 100	
stations per month	stations per month	stations per month	stations per month		
Delhi	18.71	15.06	11.13	9.0	
Mumbai	9.79	8.79	9.04	11.87	Increase due to

flood

The complaints are being attended promptly. Meantime to repair faults is coming down.

In Pune, fault rate has shown an increasing trend from July, 2005 to October, 2005 because of unprecedented heavy rains, road widening and other construction activities. However, the fault rate is showing decreasing trend from November, 2005.

(b) In Pune, as a corrective measure, rehabilitation of external plant and replacement of paper core cable by PIJF cable have been planned. 86 DLCs have already been installed, 12 new RSUs and additional DLCs have been planned in current financial year to improve the network. Monitoring has been tightened by officers at different levels. Better coordination with municipal corporation and highway authorities is being maintained to minimize the damage due to construction activities.

(c) Sir, Government is aware that many landline subscribers are surrendering their phones but it is mainly due to preference of subscribers towards wireless service which is a world-wide phenomena. It is also partly due to fault rate prone old copper cable network.

(d) The following steps are being taken to make the system more efficient:

i) Modernization of landline network by replacing old cables and instruments as well as by providing more services like SMS and broad band on landline connections.

ii) Provision of latest services like VPN, E-mail, Web Hosting etc.

iii) Improving customer care by Sanchar Haat, deploying dealers and agents all over the service area, opening of call centres and

giving suitable incentives to loyal customers.

iv) Revision of tariffs to suit all types of customers.

v) Facilitating bill payment by introducing ECS, vending machines, internet banking.

vi) Expansion of mobile network and provision of more value added service on this.

vii) Expansion of broad band services to give high speed internet and video services.