

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

UNSTARRED QUESTION NO:3013  
ANSWERED ON:18.08.2004  
TELECOM SERVICES IN HIMACHAL PRADESH  
Singh Smt. Pratibha

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

- (a) whether the telecom services is not functioning perfectly in Himachal Pradesh;
- (b) if so, the reasons therefor;
- (c) whether the Government has made any assessment of telecom services in the State;
- (d) if so, the details thereof;
- (e) the number of complaints received in the State during the last one year and till date in various exchanges; and
- (f) the steps taken by the Government to improve the telecom services in the State?

**Answer**

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

(a) & (b) Sir, telecom services in Himachal Pradesh are working satisfactorily. However, sometimes the services get affected due to inclement weather like land-slides, storms and cloud burst etc.

(c) Yes, Sir.

(d) Targets are fixed every year regarding performance parameters like fault rate, fault clearance, call completion rate etc. and achievements in this regard are monitored on quarterly basis.

(e) total number of complaints received in all exchanges in Himachal Pradesh are-

(i) During year 2003-04 = 606097

(ii) From 1.4.2004 to 31.7.2004 = 206395

(f) The following steps are being taken to improve telecom services:-

-Conversion of all SBM switches into RSUs (Remote Switching Units) and 256 Port RAX into AN-RAXs (Access Network-Rural Automatic Exchanges) progressively.  
-Augmentation of transmission media and provision of transmission ring for better connectivity.

-Creation of poleless network.  
-Fault booking at SDCC through IVRS.