GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4074
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NON FUNCTIONING OF RURAL TELEPHONES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the telephone connections provided in the rural areas of various States are always out of order and it takes months to get them repaired; and

(b) if so, the steps taken by the Government to improve the functioning of the rural telephones and the percentage of success achieved therein?

Answer

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

(a) The telephone connections provided in the rural areas are generally working satisfactorily. Most of the faults are attended within 1-7 days depending on the customer`s location as the telephone network in rural areas is wide spread. However, in few cases of major cable fault/overhead line breakdown, mishandling of Wireless in Local Loop (WLL)/Fixed Wireless Telephone (FWT) instruments by the customer and prolonged power failure at the customer`s end, the fault restoration takes more time. In case of occurrence of any fault, prompt action is taken to rectify the same.

(b) Improvement of telecommunication services is an ongoing/continuous process. USO Fund Administrator has signed agreement to replace 1,84,497 Multi Access Radio Relay (MARR) technology phones. Other steps taken during past two year, to improve the functioning of the rural area telephones are as follows:

(i)Centralised fault booking at SDCC (Short Distance Charging Centre), through IVRS

(Interactive Voice Response System):- 58% of SDCAs have been covered till 2003-2004 and balance would be covered in 2004-2005.

(ii) Provision of reliable transmission media connecting rural exchanges:- All the telephone exchanges including rural telephone exchanges have been connected by the reliable media.

Other measures include:

1.Introduction of Wireless in Local Loop (WLL) to eliminate the need of underground cables.

2.Conversion of Switch Base Module (SBM) exchanges into Remote Switching Units (RSUs).

3.Conversion of C-DOT 256 Port exchanges into Access Network-Rural Automatic Exchanges

(AN-RAXs).

4.Provision of Maintenance Free battery sets for telephone exchanges.