

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

UNSTARRED QUESTION NO:1801
ANSWERED ON:08.03.2010
ISSUE OF TELEPHONE DIRECTORY
Muttemwar Shri Vilas Baburao

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

- (a) whether no Mahanagar Telephone Nigam Limited (MTNL) Telephone Directory for the Landlines Telephone connections in Delhi has been issued during the last many years;
- (b) if so, whether the users are finding it extremely difficult to communicate in the absence of a telephone directory;
- (c) if so, the reasons for not bringing out a new updated telephone directory; and
- (d) the time by which a new telephone directory is likely to be released for the convenience of the MTNL Landline Telephone beneficiaries?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) Yes, Madam. The last telephone directory for the landline in MTNL, Delhi was printed in the year 1999 and supplementary Directory was issued in the year 2000.

(b) No, Madam. Alternative arrangements have been regularly made by MTNL for the convenience of customers in Delhi as detailed below:-

The updated directory information is available through:-

(i) 197 – non metered directory enquiry service.

(ii) Via Internet on MTNL websites.

(c) & (d) The reasons for not bringing out printed directories by MTNL are as below:-

(i) Easily available alternative arrangements have been made for providing updated information and there is ready access to 197 where free enquiry can be made on MTNL's website accessed through the Internet. It also incurs heavy expenditure.

(ii) Mobile connections now far out number landlines and due to churn in landline, printed directory information becomes outdated resulting in customer complaint.

(iii) Directories are very bulky due to voluminous data and contain multiple volumes in each set, creating inconvenience for customers for carriage and storage.