

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

UNSTARRED QUESTION NO:225  
ANSWERED ON:26.07.2010  
FUNCTIONING OF PCOS  
Rawat Shri Ashok Kumar

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

- (a) the number of public telephone booths working in the country during the last three years and the current year State-wise;
- (b) whether a number of booths have been closed in the country due to non-functioning;
- (c) if so, the details thereof State-wise alongwith the reasons therefor; and
- (d) the concrete steps taken/proposed to be taken by the Government to ensure proper and satisfactory working of public telephone booths located at Railway Stations and other public places?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

- (a) The data of Public Telephone Booths [Public Call Offices (PCOs)] excluding Village Public Telephones (VPTs) is maintained Circle-wise and not State-wise by Bharat Sanchar Nigam Ltd. (BSNL) / Mahanagar Telephone Nigam Ltd. (MTNL). The number of PCOs working during the last three years and the current year is given in Annexure.
- (b) No, Madam.
- (c) Does not arise in view of (b) above.
- (d) The steps taken for proper and satisfactory functioning of PCOs at Railway Stations/ other public places by BSNL/MTNL are installation of new CCB PCO instrument in case of theft, replacement in case of damage, priority in repair in case of instrument fault, early repair of cable in case of cable fault, creation of pole less network (to reduce drop wire fault), periodic check up, etc. Wireless PCOs have also been introduced. A separate 3 digit number `179' has also been opened for booking of PCO faults by BSNL.