

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

UNSTARRED QUESTION NO:2498
ANSWERED ON:09.08.2010
FUNCTIONING OF TELEPHONE CONNECTIONS
Rawat Shri Ashok Kumar

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

- (a) whether the local and STD service provided on telephones are not functioning properly especially in backward and rural areas of the country;
- (b) if so, the details thereof;
- (c) whether the Government has received any complaints in this regard;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Government in this regard?

Answer

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

- (a) No, Madam. The local and STD telephones are generally functioning properly in the country including the backward and rural areas except for individual complaints.
- (b) Does not arise in view of (a) above.
- (c) Yes, Madam.
- (d) During the year 2010-11 (upto 30.06.2010), 4183 individual complaints relating to different type of telecom services have been received in the grievances cell of Department of Telecommunications.
- (e) The steps being taken by Bharat Sanchar Nigam Limited (BSNL) to provide better services to the consumer and to reduce the complaints are as follows:-
 - (i) Provision of Engine alternator sets in all telecom installations.
 - (ii) Upgradation of external plant through pole less network/rehabilitation of pillars etc. to reduce fault rate.
 - (iii) Replacement of life expired telephone instruments and worn out drop wire.
 - (iv) Provision of solar panels at places with poor power supply for ensuring uninterrupted services in Village Public Telephones.
 - (v) Pursuance with State authorities for ensuring uninterrupted power supply and to avoid cable cuts during road widening etc.