

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

UNSTARRED QUESTION NO:4477  
ANSWERED ON:21.12.2011  
MODERNISATION OF TELEPHONE EXCHANGES  
Rana Shri Jagdish Singh;Saroj Shri Tufani

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

- (a) the details of the telephone exchanges modernized so far alongwith the Hinds spent for the purpose, State-wise including Delhi;
- (b) the details of the telephone exchanges likely to be modernized alongwith the funds allocated and released for the purpose, circle-wise;
- (c) the number of wait-listed applicants for telephone connections in each of the telephone exchanges, exchange-wise and the action taken by the Government to clear the waitlist; and
- (d) the number of complaints registered in the telephone exchanges during the current year and the action taken by the Government for timely redressal of the complaints?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a)&(b) All the local telephone exchanges of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited are of digital technology. Circle wise list of telephone exchanges is enclosed as Annexure-I.
- (c) Waitlist of landline telephone connections in MTNL is nil. In case of BSNL, number of waitlisted customers as on 31.10.2011 is 61,997 which is being cleared in a phased manner through redeployment of spare capacities or by providing Wireless in Local Loop (WLL) phones where wire line connection is not feasible based on techno-commercial viability. Circle wise waiting list of BSNL is enclosed as Annexure-II.
- (d) The total number of complaints registered during the year 2011-12 (upto October 2011) of BSNL and MTNL are around 79 lakhs and 30 lakhs respectively. For timely redressal of complaints, BSNL and MTNL have established a three-tier system. The customers can lodge their complaint at Fault Repair Service or at Call Centre. In case of non-redressal, customers can also approach the Nodal Officers and Appellate Authority.