

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

STARRED QUESTION NO:469
ANSWERED ON:09.05.2012
PUBLIC TELEPHONE BOOTHS
Sainuji Shri Kowase Marotrao

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

- (a) the number of public telephone booths functioning in the country including Maharashtra particularly in the tribal areas, State-wise;
- (b) whether a number of telephone booths are not functioning properly and some of them have been closed down during the last three years;
- (c) if so, the details thereof and the reasons therefor, State-wise; and
- (d) the steps taken/proposed to be taken by the Government to ensure smooth functioning of the public telephone booths installed at the railway stations and other public places?

Answer

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 469 FOR 9TH MAY, 2012 REGARDING "PUBLIC TELEPHONE BOOTHS"

(a) The data of Public Telephone Booths [Public Call Offices (PCOs)] excluding Village Public Telephones (VPTs) is maintained Circle-wise and not State-wise. The number of PCOs functioning in Bharat Sanchar Nigam Ltd. (BSNL) / Mahanagar Telephone Nigam Ltd. (MTNL) including Maharashtra as on 31.03.2012 is given in Annexure. No separate data in respect of PCOs in tribal area is maintained by BSNL.

(b) PCOs are generally working satisfactorily and no PCO has been closed due to improper functioning.

(c) Does not arise in view of (b) above.

(d) To further improve the functioning of PCOs including those working at railway stations and other public places, the following steps are taken by BSNL and MTNL:

(i) PCOs are regularly checked for their proper upkeep and functioning.

(ii) Complaints booked for PCOs are monitored regularly and faults are attended to on priority.

(iii) The faulty telephone instruments [including Coin Collecting Box (CCB) type] are repaired on priority.

(iv) The telephone instruments (including CCB type) are replaced in case of damage, theft etc.

(v) The Distribution Points (DPs) and external plant are rehabilitated on regular basis.

(vi) Wireless PCOs have been introduced.

(vii) Toll free number for booking PCO complaints has been introduced.