

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

UNSTARRED QUESTION NO:1032
ANSWERED ON:11.12.2013
REPAIR OF LANDLINE TELEPHONES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether any specific time period has been fixed for attending various complaints regarding faults in landline connection of BSNL and MTNL;
- (b) if so, the details thereof;
- (c) the present monitoring system to address the complaint regarding a dead telephone;
- (d) whether any responsibility is fixed in this regard; and
- (e) if so, the details thereof and the action taken for timely repair of telephones?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI KAPIL SIBAL)

(a) & (b) Telecom Regulatory Authority of India (TRAI) has framed guidelines and has fixed time limits for attending various complaints regarding faults in landline telephone connections. The details are as follows:

S.No.	QoS (Quality of Service) Parameter	Benchmark
1.	Fault repair in urban areas	100% within 3 days
2.	Fault repair in rural and hilly areas	100% within 5 days

(c) The following system has been adopted by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) for monitoring complaints:

Complaint of dead telephone of BSNL and MTNL can be registered on Booking System through specified complaint booking telephone numbers.

These complaints are monitored through Call Detail Record (CDR) based fault repair service and work order management system.

(d) & (e) Generally, BSNL and MTNL rectify the faults within the prescribed time frame. However, sometimes delays occur due to large scale of damage to underground cables on account of massive road expansion work and other work like sewage rehabilitation by state/local authorities which are beyond the control of BSNL and MTNL. Delayed rectification of faults is mainly due to damage to cables for reasons beyond the control of BSNL and MTNL. Where serious deficiencies in service are observed, disciplinary action may be initiated against concerned employees by the BSNL & MTNL Management.