

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

UNSTARRED QUESTION NO:2407
ANSWERED ON:05.02.2014
QUALITY OF TELEPHONE DEVICES
Antony Shri Anto

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

- (a) whether a large number of telephone devices installed by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Ltd. (MTNL) are of sub-standard quality and are not functioning properly;
- (b) if so, the details thereof;
- (c) the details of complaints received in this regard during the last three years and the current year, State and year-wise; and
- (d) the steps taken by the Government to replace the faulty/sub-standard telephone devices?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT.) KILLI KRUPARANI)

- (a) No, Madam.
- (b) Does not arise in view of (a) above.
- (c) &(d) Bharat Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited (MTNL) have reported that faults/complaints that come to notice are attended to on day to day basis and within the stipulated time frame, as far as possible.