

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

UNSTARRED QUESTION NO:2768
ANSWERED ON:07.12.2009
NON- FUNCTIONING OF TELEPHONES
Rajaram Shri Wakchaure Bhausahb

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

- (a) whether local and STD telephones are not functioning properly especially in backward areas of the country;
- (b) if so, the details thereof;
- (c) the number of complaints received during the last three years and the current year, State-wise; and
- (d) the action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

- (a) Sir, the local and STD telephones are generally functioning properly in the country including the backward areas except for individual complaints.
- (b) Does not arise in view of (a) above.
- (c) Details of the number of individual complaints during the last three years and the current year, State-wise of BSNL and MTNL are enclosed as Annexure A and B.
- (d) The steps being taken by BSNL and MTNL to provide better services to the consumer and to reduce the complaints are as follows:
 - # Creation of Pole less network and up gradation of external plant to reduce fault rate.
 - # Replacement of underground paper core cables by other systems in phased manner.
 - # Engine Alternators and Power Plants are properly maintained and power supply interruption are taken care of.
 - # Transmission stations are connected on "RING" to minimize the interruption in the transmission in the transmission network.
 - # Augmentation of mobile network progressively so as to enhance coverage, capacity and to further improve the Quality of Service (QoS). Continuous optimization of network for better performance. Monitoring of the network has also been strengthened to ensure performance as per the QoS parameters prescribed by Telecom Regulatory Authority of India.