

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

UNSTARRED QUESTION NO:4654  
ANSWERED ON:22.04.2015  
TRANSFER OF TELEPHONE CONNECTION  
Lokhande Shri Sadashiv Kisan

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

- (a) whether the Government has issued guidelines for fixing any timeframe for transfer of local telephone connections, transfer of connections within exchange, transfer of interstate connections and repairing the out of order connections;
- (b) if so, the details thereof;
- (c) the State-wise total number of complaints received by the Department of telecommunications/Mahanagar Telephone Nigam Limited and Bharat Sanchar Nigam Limited in this regard which have not been disposed as per these guidelines; and
- (d) the action taken by the Government for compliance of the set guidelines?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

(a)&(b) Telecom Regulatory Authority of India (TRAI) has prescribed timeframe for transfer of local telephone connections, transfer of connections within exchange, transfer of interstate connections and repairing the out of order connections. The details of these timeframes are given below:

- # Local shift (within the same exchange) within 3 days.
- # Inter exchange shift within 5 days.
- # Transfer of interstate connections within 30 days.
- # 85% fault clearance by next day and 100% fault clearance within 5 days in urban areas.
- # 75% fault clearance by next day and 100% fault clearance within 7 days in rural areas.

(c)&(d) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have reported that they are following the guidelines of TRAI and have no case pending for the above timeframes except for the issues relating to technical feasibilities. For ensuring compliance with the benchmarks of Quality of Services(QoS)parameters, financial disincentives are imposed by TRAI, wherever, the QoS benchmarks are not met, in accordance with the provisions contained in Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone service (Second Amendment) Regulations dated 8th November, 2012.