

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

UNSTARRED QUESTION NO:3982

ANSWERED ON:09.04.2003

FAULT RATE IN DELHI

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

- (a) whether the fault rate per hundred telephone in Delhi is high as compared with other Metropolitan Cities of the country;
- (b) if so, the facts thereof; and
- (c) the steps taken to bring down the fault rate in Delhi?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b): Sir, Fault rate in Delhi unit of MTNL is slightly on the higher side as compared to other units. The average fault rate per hundred per month in four metros for the year 2002-2003 (upto 31.01.03) is as follows:

DELHI MUMBAI KOLKATTA CHENNAI

19.99 10.31 12.0 11.2

Not only the Telecom network of Delhi is one of the oldest where paper core underground cables still exists, but due to very fast development of basic infrastructure like construction of flyovers, widening of road, digging by other utility services to maintain and meet growing demand of fast expanding population, there are more damages to underground cables. However, the fault rate for the month of February 2003 has been brought down to 17.27 faults per 100 subscribers per month.

(c) The steps taken to bring down the fault rate in Delhi are given in Annexure.

ANNEXURE

MTNL, Delhi has initiated several measures to reduce the fault rate as listed below:-

1. All the electro mechanical exchanges & analog electronic exchanges in MTNL, Delhi have been replaced by digital electronics exchanges.
2. Paper core underground cables are being replaced by Jelly filled cables/ Optical fibre cables with Digital Loop Carriers (D.L.Cs.)
3. For higher capacity primary cables and junction cables, duct systems has been introduced.
4. Rehabilitation work in respect of leading in cables and rewiring of multi storeyed building is being done.
5. Overhead wires are minimized by introducing 5 pair cables and wall Distribution Points (D.Ps.)
6. The junction network has been completely transferred to optical fibre cable links.

7. Further improvement is being done by providing Synchronous Digital Hierarchy (SDH) systems connected on the ring architecture.

8. Subscriber loop length being reduced by planning more Remote Subscriber Units (RSUs) / Remote Line Units (RLUs)/Digital Loop Carriers (DLCs).

9. Wireless technologies like Cordect, Wireless in Local Loop (WLL) have been introduced. Faults are monitored on daily basis by senior officers.
10. Computerised fault reporting system is introduced, which helps in booking, testing and sending the faults to the concerned line staff.
11. In addition to this, line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.
12. Managed leased Data Network system has been introduced to improve the performance of the leased circuits.
13. MTNL has liberalized the policy to replace all telephone instruments older than 5 years or repaired more than 2 times. This is being implemented in phases. In the first phase, instruments more than eight years old are being replaced.