

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

UNSTARRED QUESTION NO:436

ANSWERED ON:23.07.2003

FAILURE OF MTNL NETWORK

BHASKAR RAO PATIL;CHARAN DAS MAHANT;KAMAL NATH;M. JAGANNATH

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

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- (a) whether the MTNL`s entire telephone Network collapsed on 5th June, 2003 in the VVIP areas and remained shut for long hours;
- (b) if so, whether any investigation has been made to find out the cost of the failure of the Network;
- (c) if so, the details thereof;
- (d) if not, the reasons therefor; and
- (e) fool proof contingency plan prepared to prevent recurrence of such incidents?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN)

- (a) Yes, Sir. There was a break-down of Rajpath Telephone Exchange on 5th June, 2003 for six hours.
- (b) & (c) The detail investigation has been carried out by a Committee consisting of Senior Officer of MTNL and an outside Expert from IIT, Delhi. Prima-facie the Exchange had failed due to fault in battery back-up.
- (d) Does not arise in view of (b) and (c) above.
- (e) Following steps have been planned to prevent such occurrence in future:
 - (i) Serving of VIP customers from more than one Exchange so that in case of failure of one Exchange, at least partial service can be maintained from the other exchange.
 - (ii) Diversity of media.
 - (iii) Replacement of batteries with new sets of batteries of higher capacity.
 - (iv) Provision of change-over of batteries and power-plants from one set to another to avoid simultaneous failure of both sets of batteries.