

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

UNSTARRED QUESTION NO:3937  
ANSWERED ON:20.04.2005  
TRANSFER OF TELEPHONE CONNECTIONS  
Mane Smt. Nivedita

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

- (a) whether any time period has been fixed by the MTNL for the transfer of telephones from one exchange to another exchange on transfer of residence;
- (b) if so, the details thereof;
- (c) the details of cases of transfer of telephone connections particularly from Albert Square under the Janpath Exchange to Lodhi Road Exchange under Jor Bagh Exchange pending with the MTNL;
- (d) the reasons for their pendency;
- (e) the official found responsible for causing delay in this regard; and
- (f) the action taken against them?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) & (b) As per the TRAI norm, the target fixed for shifting of telephone is within 3 days. No separate targets have been fixed by MTNL.
- (c) One case was received for shifting of telephone from Janpath Exchange to Jorbagh Exchange, where the job could not be completed in time due to incomplete address mentioned in the application by the subscriber. However, correct address of the party has now been obtained and telephone has been shifted.
- (d) to (f) Do not arise in view of (c) above.