

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

UNSTARRED QUESTION NO:2958
ANSWERED ON:18.08.2004
FAULTY TELEPHONE SERVICES OF MTNL
Mahato Shri Bir Sing;Yadav Shri Ram Kripal

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

- (a) whether the telephone services of MTNL, Delhi have been found to be faulty than that of other telephone services of the country;
- (b) if so, the facts thereof; and
- (c) the immediate steps taken by Government to improve the telephone services of MTNL?

Answer

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

(a) & (b) No, Sir. The telephone services of MTNL Delhi are more or less at the similar level than that of other telephone services of the country.

(c) MTNL, Delhi has undertaken the following measures to further improve the telephone services:

- (i) Replacement of E-10B technology Switches, by state of art Digital exchanges.
- (ii) Replacement of telephone Instruments, which are older than five year or repaired more than two times in a phased manner.
- (iii) Rehabilitation of External Plant and reduction of subscriber loop length by planning more remote switch units/Remote Line Units/Concentrated Line Equipments/Digital Loop Concentrator etc.
- (iv) Replacement of paper core underground cables by jelly filled cable/optical fibre cable.
- (v) Introduction of Wireless technology including Cordect, WLL, PAS.
- (vi) MTNL is also providing cellular mobile and WLL technology based services. MTNL has also taken several measures to improve customer satisfaction.