

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

UNSTARRED QUESTION NO:4871
ANSWERED ON:27.04.2005
TASK FORCE FOR RECTIFICATION OF FAULT
Murmu Shri Hemlal

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

- (a) whether the telephone fault rate in Mumbai is 6.2% while it is double that figure in Delhi;
- (b) if so, whether the Government has taken a decision to constitute a task force for rectification of telephone faults in the urban and rural areas in every State or to make review regarding the said faults;
- (c) if so, the details thereof;
- (d) the total number of applicants placed on waiting list in each State in the country as on March 31, 2005;
- (e) whether telephone connections under the discretionary quota were provided to certain applicants placed on waiting list during the last three years and the current year;
- (f) if so, the State-wise number of the telephone connections thus provided;
- (g) the time taken in allotting telephone connections under the said discretionary quota; and
- (h) the effective steps taken to simplify the telephone allotment procedure and clear the waiting list?

Answer

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

- (a) No, Sir. The fault rate of MTNL Mumbai and Delhi is 9.04% and 8.8% respectively for March, 2005.
- (b) No such task force is in place in MTNL and BSNL. Senior officers are personally monitoring the complaints of phone services on regular basis at SSA level and circle/unit level.
- (c) Does not arise in view of (b) above.
- (d) The state-wise information on waiting list in the country as on 31-03-2005 is given in Annexure-I for BSNL license area. There is no waiting list in MTNL area.
- (e) & (f): Yes, Sir. State-wise details are given in Annexure-II.
- (g) Usually telephone connections under the discretionary quota are provided within 30 days subject to technical feasibility.
- (h) The steps taken towards simplification of the telephone allotment procedure and clear the waiting list are given in Annexure-III.

Annexure-I

STATE-WISE WAITING LIST FOR NEW TELEPHONE CONNECTIONS AS ON 31-03-2005

Sl No	Name of State/Union Territory	Waiting list for fixed phones as on 31-03-2005
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1.	Andaman & Nicobar	449
2.	Andhra Pradesh	33965
3.	Assam	24554

4. Bihar	96871
5. Chhattisgarh	2809
6. Gujarat including Daman, diu and Dadra & Nagar Haveli	57328
7 Haryana	68448
8. Himachal Pradesh	45207
9. Jammu & Kashmir	67714
10 Jharkhand	9992
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11 Karnataka	85039
.	
12 Kerala including Lakshadweep	357004
.	
13 Madhya Pradesh	10059
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14 Maharashtra including Goa	151135
.	
15 NE-I (Meghalaya, Mizoram, Tripura)	4377
.	
16 NE-II (Arunachal Pradesh, Manipur, Nagaland)	4442
17 Orissa	22894
.	
18 Punjab including Chandigarh	44887
.	
19 Rajasthan	137814
.	
20 Tamil Nadu including Chennai	100639
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21 Uttaranchal	4700
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22 Uttar Pradesh	159666
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23 West Bengal including Kolkata	130056
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Annexure-II

TELEPHONE CONNECTIONS PROVIDED UNDER DISCRETIONARY QUOTA (M.P. QUOTA & TCHQ QUOTA)

Sl.N	Name of State/Union Territory	2002	2003	2004	2005 (upto 31-03-05)
1.	Andaman & Nicobar	0	0	0	0
2.	Andhra Pradesh	1672	849	339	37
3.	Arunachal Pradesh	0	0	19	0
4.	Assam	490	251	221	68
5.	Bihar	2684	4021	3016	539
6.	Chhattisgarh	310	35	6	1
7	Goa	140	71	14	1
8.	Gujarat including Daman, Diu & Dadra Nagar Haveli	1578	673	428	49

9.	Haryana		5689	3371	3971	487
10.	Himachal Pradesh		1310	1103	492	189
11.	Jammu & Kashmir		954	727	770	2
12.	Jharkhand		241	236	64	19
13.	Karnataka		1782	1168	761	48
14.	Kerala	including	7375	6224	7712	743
Lakshadweep						
15.	Madhya Pradesh		398	262	117	20
16.	Maharashtra	excluding	3472	3471	3620	838
Mumbai						
17.	Manipur		320	302	435	132
18.	Meghalaya		7	0	0	0
19.	Mizoram		62	0	0	0
20.	Nagaland		0	0	2	0
21.	Orissa		1073	588	674	200
22.	Pondicherry		0	0	0	0
23.	Punjab	including	1774	1388	607	33
Chandigarh						
24.	Rajasthan		3546	2360	2065	136
25.	Sikkim		0	0	0	0
26.	Tamil Nadu	including	1998	1876	2378	430
Chennai						
27.	Tripura		130	80	17	3
28.	Uttar Pradesh		5124	3291	1873	100
29.	Uttaranchal		195	205	264	25
30.	West Bengal	including	2452	1424	1032	22
Kolkata						

TOTAL: 44726 33976 30897 4122

Annexure-III

The steps taken towards simplification of the telephone allotment procedure and clear the waiting list are as under:

- (i) Commercial activities are being computerized progressively to expedite generation and transmission of OBs.
- (ii) Consent from the subscribers for providing telephone connection on WLL system if the area is technically non-feasible on underground cable has been incorporated in the application form itself to cut short delay.
- (iii) Non-feasible areas are being made feasible by laying underground cables.
- (iv) WLL systems/Tower are being installed to cover new areas.
- (v) Fixed wireless terminals are being procured to provide connections in area where WLL signals are available.