

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

UNSTARRED QUESTION NO:2264
ANSWERED ON:07.12.2005
TELECOM SERVICE IN CHHATTISGARH
Mohale Shri Punnulal

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

- (a) whether the Government has received complaints regarding poor condition of communication network in Chhattisgarh;
- (b) if so, the number of complaints received during the last three years till date, location-wise, and the number of complaints disposed of so far; and
- (c) the action taken by the Government in this regard?

Answer

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

(a) & (b) No specific complaint regarding poor condition of communication network in Chhattisgarh has been received. However, individual complaints are received which are attended promptly. Details of such complaints received and disposed off during last three years are given below:-

YEAR	NAME OF SSA	COMPLAINT RECEIVED	DISPOSED AND INCLUDED	CARRIED OVER IN NEXT CYCLE
2003-04	Bilaspur	220	210	10
	Durg	145	140	5
	Raipur	349	335	14
	Bastar	45	41	4
	Raigarh	90	76	14
	Sarguja	229	215	14
2004-05	Bilaspur	223	221	2
	Durg	143	127	16
	Raipur	348	308	40
	Bastar	48	45	3
	Raigarh	110	91	19
	Sarguja	234	225	9
April 2005	Bilaspur	82	72	10
	Durg	51	51	0
till to	Raipur	167	140	27
November	Bastar	23	23	0
End	Raigarh	51	48	3
	Sarguja	101	89	12

(c) Following steps are taken to further improve the services and thereby reducing the number of complaints:

1. Connecting all exchanges on reliable digital media.

2. Replacement of underground paper core cables by other systems in phased manner.
3. Creation of poleless network.
4. Opening of more telephone exchanges in multi-exchange network thereby reducing exchange area size.
5. Introduction of Wireless in Local Loop (WLL) system, Digital Line concentrators.
6. Conversion of C. DOT 256 Port exchanges into AN-RAXs (Access Network-Rural Automatic Exchanges).
7. Centralized fault booking at SDCC (Short Distance Charging Centre)/LDCC (Long Distance Charging Centre).
8. Provision of maintenance free battery sets and Engine Alternators for back-up power supplies.
9. Provision of extended maintenance free battery with WLL-FWT (Wireless in Local Loop-Fixed Wireless Terminal) for providing longer talk time and standby time, in future supplies.
10. Annual Maintenance Contract (AMC) entered for WLL equipments working in rural area including FWTs and provision of AMC in new supplies.
11. Battery charger of WLL-FWT to operate in the voltage range of 90-300 V in future supplies.