

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

UNSTARRED QUESTION NO:2932
ANSWERED ON:10.05.2006
FAULT RATE IN BSNL AND MTNL PHONES
Murmu Shri Hemlal

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

- (a) whether the government has assessed the percentage faults found in all types of telephones and mobile services in urban and rural areas of the Bharat Sanchar Nigam Limited and the Mahanagar Telephone Nigam Limited;
- (b) if so, the percentage of faults in telephones and mobile network in metropolitan cities and rural areas of the country during the last three years and the current year;
- (c) whether the Government proposes to collect complete data in this regard in the rural areas of the country and set up a central or regional tribunal in order to remove the faults of telephones in a stipulated timeframe; and
- (d) if so, the details thereof?

Answer

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

- (a) Percentage fault rate of both landline and Mobile network are assessed by Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in their respective licensing areas.
- (b) The Circle-wise percentage of fault data for landline and mobile network for BSNL and MTNL are given in Annexure I and II respectively. Separate data for Rural areas is not maintained.
- (c) No, Sir.
- (d) Does not arise in view of (c) above.

**ANNEXURE - I
PERCENTAGE OF FAULT RATES IN LANDLINE TELEPHONES DURING THE LAST THREE YEARS**

SL. UNIT NO. 2003-04 2004-05 2005-06

SL. UNIT NO.	2003-04	2004-05	2005-06
BSNL			
1 Andaman & Nicobar	10.3	13.9	11.4
2 Andhra Pradesh	7.9	6.5	5.5
3 Assam	8.7	9.1	7.8
4 Bihar	7.7	7.5	7.4
5 Chhattisgarh	12.2	12.6	10.6
6 Gujarat	8.9	6.5	6.7
7 Haryana	10.2	8.9	8.0
8 Himachal Pradesh	9.9	10.2	9.5
9 Jammu & Kashmir	14.3	13.1	12.1
10 Jharkhand	8.3	8.8	8.2
11 Karnataka	6.7	6.6	7.0
12 Kerala	8.3	8.5	8.2
13 Madhya Pradesh	8.7	7.7	5.4
14 Maharashtra	8.0	7.8	8.1
15 North East-I	5.9	6.0	5.4
16 North East-II	8.6	6.6	5.1
17 Orissa	8.4	7.0	6.4
18 Punjab	10.0	8.7	8.0
19 Rajasthan	11.8	10.2	9.1
20 Tamilnadu	5.9	5.3	4.0
21 Uttaranchal	11.0	9.0	10.1
22 Uttar Pradesh (East)	8.4	7.3	6.8
23 Uttar Pradesh (West)	8.8	8.2	9.8

Pradesh(West)
24 West Bengal 8.2 7.3 7.4
25 Kolkata TD 8.1 6.3 4.9
26 Chennai TD 9.1 8.9 8.4
27 All India 8.4 7.6 7.2

MTNL

DELHI 15.05 11.13 8.38
MUMBAI 8.79 9.04 10.80

ANNEXURE - II

PERCENTAGE OF FAULT IN CELLULAR MOBILE TELEPHONES

2003-04 2004-05 2005-06
BSNL 1.6 1.1 0.85
MTNL(Delhi) 0.13 0.031 1.22
MTNL 0.007 0.004 0.002

(Mumbai)