

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

UNSTARRED QUESTION NO:4032
ANSWERED ON:17.05.2006
NON ACTIVATION OF STD FACILITY
Patil Shri Balasaheb Vikhe

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

- (a) whether the MTNL has offered free STD facility under life time free incoming calls connection to the Government Employees at the rate of Rs. 400/- plus tax;
- (b) if so, whether free STD facility is activated instantly with the connection;
- (c) if not, whether non-activation of STD facility constituted deficiency in service on the part of the MTNL;
- (d) whether the Government has received complaints from the subscribers in this regard;
- (e) if so, the details thereof; and
- (f) the remedial measures taken by the Government in this regard?

Answer

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

- (a) Sir, MTNL Delhi has offered STD facility without security deposit and with usual call charges and lifetime free incoming calls to Central Government employees at Delhi and to DoT, BSNL and MTNL employees at Mumbai at the concessional rate of Rs. 400 + tax for a limited period.
- (b) For those subscribers who fulfilled the mandatory formalities the STD facility was activated instantly while activating the connection.
- (c) Does not arise in view of (b) above.
- (d) Yes, Sir.
- (e) & (f) A total number of 5892 complaints were received and all these complaints have already been redressed.