

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

UNSTARRED QUESTION NO:3143
ANSWERED ON:23.08.2006
FAULTY PHONES IN UTTARANCHAL .
Chauhan Shri Nihal Chand

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

- (a) Whether telephones of Pauri District in Uttaranchal in general and starting with digits 225 such as (01368)-225210, 225211, 225027 remain frequently out of order;
- (b) If so, the reasons therefor;
- (c) Whether complaints are not attended to despite repeated reminders;
- (d) If so, the reasons therefor; and
- (e) The steps 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) Sir, the telephones starting with digits `225` are working from Liwali exchange connected to Pauri, which is 15 km away, through Optical Fibre Media. There had been no breakdown of this exchange during the last six months.

The average telephone fault rate of Pauri district is 7.93 faults/100 telephones/month during the last six months compared to all India average of BSNL which is

72 faults/100 telephones/month.

Telephone number 225027 was repaired within norms while telephone numbers 225210 and 225211 took more time to repair due to individual technical failures.

(c) Sir, the complaints are attended to promptly.

(d) Does not arise in view of (c) above.

(e) The following steps have been taken by BSNL to further improve the fault reporting/clearance in Pauri District;

(i) IVRS based fault reporting at SDCC level has been introduced.

(ii) Faults are registered at Customer Service Centres as well as at SSA HQs

(iii) Line staff has been provided with WLL mobile telephones for reporting and taking faults at any place while moving in the field.