

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

UNSTARRED QUESTION NO:3063
ANSWERED ON:13.12.2006
SURRENDER OF LANDLINE CONNECTIONS
Sangwan Shri Kishan Singh

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

- (a) whether a large number of Bharat Sanchar Nigam Limited (BSNL) subscribers of Sonipat and Bahadurgarh have surrendered their landline connections;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether a number of representations from the subscribers regarding receipt of inflated bills and misuse of their telephone services by the STD operators in alleged connivance with employees of BSNL have been received in this regard;
- (d) if so, the details thereof; and
- (e) the action taken/being taken by the Government in this regard?

Answer

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

- (a) No, Sir. However, there have been disconnections of some landline telephones because of the preference of customers for mobile phones over landlines telephones.
- (b) In all, 3772 telephones in Sonipat and 1054 telephones in Bahadurgarh have been surrendered during the period from 01-04-2006 to 30-11-2006. Surrender of telephones is mainly due to following reasons:
 - (i) Taking Broadband connection from BSNL and thereby surrendering additional telephone taken for internet;
 - (ii) Taking a Mobile telephone from BSNL in place of fixed telephone;
 - (iii) Taking a fixed/mobile telephone from other private operator.
- (c) to (e) No, Sir. However, one complaint has been received during 2006-07 (up to 30-11-2006). The complaint was received recently on 13-11-2006 from customer of telephone no. 261972 in Bahadurgarh who has complained about excess metering due to misuse by STD Operator. The complaint is being investigated.