

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

UNSTARRED QUESTION NO:1052  
ANSWERED ON:07.03.2007  
FAULTY TELEPHONE BILLS IN GUJARAT  
Patel Shri Jivabhai Ambalal;Thummar Shri Virjibhai

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

- (a) whether a large number of faulty telephone bills have been delivered in rural areas of Gunjarat;
- (b) if so, the details thereof during the last three years;
- (c) the number of officials found guilty in this regard alongwith the action taken against them; and
- (d) the steps taken/proposed to be taken by the Government to protect rural telephone users against such problems?

**Answer**

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

(a) It has been stated by BSNL that in some of the Secondary Switching Areas(SSAs) bills were issued in certain cases without giving rebate in fixed monthly charges for the period(s) during which the telephones had remained faulty. The rebate was however given to the customers in the subsequent bills.

(b) The details of faulty bills in the concerned SSAs are as follows:-

YEAR NO. OF CASES REBATE GIVEN IN NAME OF SSAs  
FIXED MONTHLY  
CHARGES (IN Rs.)

2004-05 289 24,976 AHMEDABAD, BARODA,  
2005-06 1161 61,367 BHUJ, BULSAR, AND  
2006-07 1030 1,08,626 BHAVNAGAR,  
HIMATHANAGAR  
MEHSANA

(c) No official was found guilty.

(d) BSNL has instructed the concerned field units to strictly implement Standing Orders regarding grant of rebate in fixed monthly charges for faulty telephones.