

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

UNSTARRED QUESTION NO:127
ANSWERED ON:13.08.2007
CONVERSION OF CENTRAL TELEGRAPHIC OFFICE
Pallani Shamy Shri K.C .

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

- (a) whether the Government proposes to convert all the Central Telegraphic Offices as Telecom Customer Service Centres in the country;
- (b) if so, the facilities likely to be offered by both BSNL and MTNL to its customers;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

Answer

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

- (a) No, Sir.
- (b) & (c) Do not arise in view of (a) above.
- (d) Central Telegraph Offices are not working under MTNL. BSNL Central Telegraph Offices are providing all telegraph as well as telecom services to the customers. Hence, there is no need felt to convert Central Telegraph Offices into Telecom Customer Service Centres.