

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

UNSTARRED QUESTION NO:1994
ANSWERED ON:16.03.2005
HANGING OF MTNL SERVICES
Patel Shri Kishanbhai Vestabhai

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

- (a) whether the system of MTNL, Delhi had hanged recently;
- (b) if so, the details thereof;
- (c) whether the Government has conducted any investigation in this connection;
- (d) if so, the outcome thereof; and
- (e) the action taken by the Government to check the recurrence of such incidents?

Answer

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

(a) Yes, Sir.

(b) The following faults had occurred in MTNL, Delhi recently:

(i) Idgah Exchange was down on 12-02-2005 for about 5 hours.

(ii) MTNL, Delhi GSM services were partially affected in Tis Hazari (TH), Nehru Place(NP), Hauz Khas (HK) and Kidwai Bhavan (KBN) zones for about 2-3 hours on 04-03-2005.

(c) & (d): Yes, Sir. MTNL has investigated the reasons for failure etc. and found the following:

(i) The fault in Idgah Exchange had occurred due to failure of both the batteries.

(ii) Failure in GSM service was due to failure of D.C. supply to OF systems at Tis Hazari MSC. The D.C. supply failed due to burning of MCB. The Mobile system was in working condition but service were down due to failure of OF system.

(e) Following steps have been taken to check the recurrence of such incidents in future:

(i) Actions have been taken to procure new battery sets for Idgah.

(ii) For Dolphin, steps have been taken to install standby DC distribution box as a backup measure as well as separate power cable from separate power plant to avoid total breakdown situation in future.