

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

UNSTARRED QUESTION NO:3659  
ANSWERED ON:24.08.2011  
PUBLIC TELEPHONE BOOTHS  
Rana Shri Jagdish Singh

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

- (a) the number of public telephone booths functioning in the country as on date separately in rural and urban areas, Statewise/circle-wise including Uttar Pradesh;
- (b) whether the Government proposes to install more such booths in the country;
- (c) if so, the details thereof, State-wise;
- (d) whether the existing telephone booths are not functioning satisfactorily;
- (e) if so, the details thereof and the reasons therefor; and
- (f) the corrective measures taken by the Government in this regard?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) The data of Public Telephone Booths [Public Call Offices (PCOs)] excluding Village Panchayat Telephones is maintained circle-wise and not State-wise by Bharat Sanchar Nigam Ltd. (BSNL) / Mahanagar Telephone Nigam Ltd. (MTNL). The number of PCOs working as on 31.07.2011 is given in Annexure I.

(b) Yes, Madam.

(c) The circle wise targets fixed by BSNL for provision of PCOs during 2011-12 are given in Annexure-II. MTNL has not fixed any target for Delhi and Mumbai as the PCOs are available on demand in these cities.

(d)to(f) The PCOs are generally working satisfactorily. However, to further improve the functioning of PCOs, the following steps are taken:

- (i) PCOs are regularly checked for their proper upkeep and functioning.
- (ii) Complaints booked for PCOs are monitored regularly and faults are attended to on priority.
- (iii) The old and faulty instruments are replaced on priority.
- (iv) The DPs and line plant are being rehabilitated to reduce incidence of faults.
- (v) Wireless PCOs have been introduced.
- (vi) Toll free number for booking the PCO complaints has also been opened.