

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
STARRED QUESTION NO.358  
TO BE ANSWERED ON 23<sup>rd</sup> DECEMBER, 2015**

**BREAKDOWN IN COMMUNICATION DUE TO RAINS**

**†\*358. SHRI RAVINDRA KUMAR PANDEY:  
DR. C. GOPALAKRISHNAN:**

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

- (a) whether the Tele-communications network has been hit very badly in Tamil Nadu including Chennai due to recent rains and if so, the details thereof;
- (b) whether the telecom network, both wireline and wireless has been restored by all concerned telecom operators including Bharat Sanchar Nigam Limited and if so, the details thereof;
- (c) the present status thereof and the action taken by the Government to complete restoration of communication system;
- (d) whether the Telecom Service Providers have also suffered heavy losses due to recent rains; and
- (e) if so, the details thereof and the action taken by the Government in this regard?

**ANSWER**

**THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

- (a) to (e) A Statement is laid on the table of the House.

**Contd.....2/-**

**STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.358 FOR 23<sup>rd</sup> DECEMBER, 2015 REGARDING “BREAKDOWN IN COMMUNICATION DUE TO RAINS”.**

(a) Yes Madam. The telecommunication network in Tamilnadu including Chennai service area has been hit badly due to recent rains. The details of telecommunication network affected operator-wise during the recent rains in Tamilnadu including Chennai Service area is enclosed as **Annexure-I**.

(b) & (c) The details of Telecommunications Network (both wireline and wireless) restored by all concerned Telecom Service Providers including BSNL is enclosed as **Annexure-II**. DOT issued prompt directions to all the Telecom Service Providers regarding measures to be taken to restore communication facilities in Tamilnadu & Puducherry. Copy of the said direction is enclosed as **Annexure-III**. DOT also coordinated with all TSPs to ensure prompt implementation of the said instructions and mitigate the hardship of the affected people.

(d) & (e) Most of the TSPs suffered substantial losses of revenue. They also suffered loss of resources like Battery/Power Plant, damages of Underground Cables, Exchanges / Base Transceiver Station (BTS) cards rendered faulty due to high voltage and entry of water into the Exchange premises. The details of losses suffered by the Telecom Service Providers is enclosed as **Annexure-IV**. Further, the TSPs are restoring their network on their own as per business imperative. Government has no plan to compensate them in this regard.

**Contd.....3/-**

**Annexure-I**

- ❖ The details of telecommunication network affected operator wise during the recent rains in Tamilnadu including Chennai Service Area:

S. No.	Name of Operator	Details of BTSs			Details of Exchanges	
		Total number of BTSs	Number of BTSs in affected districts	Total number of affected BTSs	Total number of Exchanges in affected districts	Number of Affected Exchanges
1	Bharti Airtel Ltd.	25444	12285	4977	38	2
2	Idea Cellular Ltd.	5560	5560	1703	2	1
3	Vodafone Essar Cellular Ltd.	13555	6834	1663	1	1
4	Reliance Communications Ltd.	5309	5309	610	0	0
5	Aircel Ltd.	13306	5327	3664	8	6
6	Sistema ShyamTeleServices Ltd.	1277	434	355	0	0
7	Tata TeleServices Ltd.	5894	5760	2134	11	7
8	Bharat Sanchar Nigam Limited	8497	3686	766	902	55
	<b>Total</b>	<b>78842</b>	<b>45195</b>	<b>15872</b>	<b>962</b>	<b>72</b>

**Annexure-II**

The details of Telecommunications Network both wireline and wireless restored by all concerned Telecom Service Providers including BSNL

S. No.	Name of Operator	Details of BTSs				Details of Exchanges		
		Total number of BTSs	Total number of BTSs in affected districts	Total number of Affected BTSs	Total number of BTS restored till date	Total number of Exchanges in affected districts	Total number of Affected Exchanges	Total number of Exchanges restored
1	Bharti Airtel Ltd.	25444	12285	4977	4977	38	2	2
2	Idea Cellular Ltd.	5560	5560	1703	1703	2	1	1
3	Vodafone Essar Cellular Ltd.	13555	6834	1663	1663	1	1	1
4	Reliance Communications Ltd.	5309	5309	610	610	0	0	0
5	Aircel	13306	5327	3664	3664	8	6	6
6	Sistema ShyamTeleServices Ltd.	1277	434	355	355	0	0	0
7	Tata TeleServices Ltd.	5894	5760	2134	2134	11	7	7
8	Bharat Sanchar Nigam Limited	8497	3686	766	766	902	55	55
	<b>Total</b>	<b>78842</b>	<b>45195</b>	<b>15872</b>	<b>15872</b>	<b>962</b>	<b>72</b>	<b>72</b>

**Government of India**  
**Ministry of Communications & IT**  
**Department of Telecommunications**  
**(AS-III) Section)**

**No.15-31/2014-AS.III/423/**

**Dated 02nd December 2015**

**To**

**All Access Service Providers,  
National Long Distance (NLD) Service Providers  
VSAT Service Providers**

**Sub: Measures to restore communication facilities in Tamilnadu & Puducherry due to “Rains”.**

As state of Tamilnadu & UT of Puducherry affected by heavy rains, all Access Service Providers are hereby directed to take steps for immediate maintenance & restoration of telecommunication facilities in these areas and to facilitate the knowledge of well beings of relatives in these areas.

2. Further all Access Service Providers in Tamilnadu Service area including Chennai & Puducherry are directed to take following steps immediately:

i. To share available infrastructure including intra circle roaming arrangements amongst service providers authorized to provide Access Services (2G/3G or both as the case may be) in service area of Tamilnadu including Chennai & Puducherry for fifteen days unless extended otherwise.

ii. To operationalise immediately call centers in Tamilnadu including Chennai & Puducherry with following helpline numbers for telecom services and missing person information.

1948-Tamilnadu including Chennai & Puducherry

iii. To helpline number shall be accessible from other service areas.

iv. A call centre with access code 1070 has been opened in Chennai. These numbers shall be operationalised immediately and accessible from other service areas without STD code for 1070.

v. To transmit messages of advisories through SMS from State Government/Central Government /NDMA/Metrological Department to all subscribers in Tamilnadu including Chennai & Puducherry.

vi. To transmit helpline numbers to all their subscribers through SMS.

vii. Submit a report by 0700 Hours every morning & 1500 hrs in the afternoon by email to DDG(TERM) Chennai and Dir (AS-III) in the enclosed format.

viii. The above shall be operational for fifteen days unless extended otherwise.

3. All endeavour shall be made to provide Wi-Fi hotspots (by using VSATs or otherwise) in relief camps being organized by respective State/UT Government on the lines of facilities provided during J&K floods. PCOs may also be provided in such relief camps and other appropriate locations.

4. Mobile Base Station (COW) may be deployed at district magistrate offices in case the need arises. Such more base stations (COW) may be deployed in the affected districts on priority basis to provide communication facilities. Diesel may be stored in sufficient quantity and necessary arrangement be made to diesel generating set at base stations to ensure communication facilities.

5. All National Long Distance (NLD) service providers and VSAT Service Providers should also extend help to meet the challenge by sharing infrastructure for immediate restoration of Telecommunication facilities.

6. DDG(TERM), Chennai shall be the nodal co-coordinating officers with respective State Govt./NDMA Units and all service providers in that State.

The Contact details are as follows:

Shri P. Jagadeesan, DDG (TERM) Chennai  
Office Address: 3<sup>rd</sup> Floor, Kellys Telephone Exchange,  
22, Kellys Road, Chennai-600010  
Office Ph: 044-26451000 Res: 044-26534300  
Mobile: 09444219933  
Email: [ddgvtmchn-dot@nic.in](mailto:ddgvtmchn-dot@nic.in)

- S/d -  
(P.K. Mittal)  
DDG(AS-I)  
Tel: 011-23717050  
(M): 09868136077  
Email: [ddgas1-dot@nic.in](mailto:ddgas1-dot@nic.in)  
[mittalpramodk@gmail.com](mailto:mittalpramodk@gmail.com)

Copy to:

- i. Chief Secretary, Tamilnsadu/Puducherry with a request to restrict the SMS messages to 70 charecters in vernacular language and 150 characters in English language.
- ii. Secretary, TRAI, New Delhi
- iii. Sr. DDG (TERM), DoT New Delhi
- iv. DDG (TERM), Chennai with a request to compile the report and forward it by 0800 hrs in the morning and 1600 hrs in the afternoon positively to Director (AS-III), DoT Headquarter at [diras3-dot@nic.in](mailto:diras3-dot@nic.in) with a copy to DDG (AS-I), DoT
- v. JS (DM), MHA, New Delhi with a request to restrict the SMS messages to 70 characters in vernacular language and 150 characters in English language.
- vi. DDG (DS), DOT, New Delhi
- vii. DDG (CS), DOT, New Delhi
- viii. VSAT Service Provider Association of India/ COAI/ AUSPI

**Annexure-IV**

The details of losses suffered by the Telecom Service Providers due to recent rains in Tamilnadu including Chennai service area

Sl. No.	Name of TSP	Estimated Revenue loss (Rs)	Losses on account of Equipment/Material	
			Amount (Rs.)	Details of equipment/material
1	Aircel Ltd.	4 Crore	Approx 7 Crore	BTS, SMPS, UPS, etc
2	Bharti Airtel Ltd.	0.9 Crore (approximate)	40 crore (approximate)	Work in progress for estimation
3	Bharat Sanchar Nigam Ltd.	UNDER ESTIMATION	34.55 Crore	RSU, Underground Cables, BTS, Power Plant, Battery, DG and Transmission Equipment
4	Idea cellular Ltd.	2.55 crores	0.84 Crore	Equipment damage in 28 sites
5	Reliance Communications Ltd.	1 Crore	1.4 Crore	CDMA BTS , GSM BTS & Power plants at BTSS sites
6	Sistema ShyamTeleServices Ltd.	Detailed Estimation is under process along with Finance and Technical Team	0.68 Crore	Base Band Unit/Remote Radio Unit/IDR/ISR/Outdoor Unit/ Control CARD/Channel Data CARD/Power Module CARD/ Small form-factor pluggable(SFP MODULE)
7	Tata TeleServices Ltd.	Calculation Work in progress by Authorised Auditors	3.99Crore	GSM BTS's , CDMA BTS's and Transmission equipment like IDU and Mux's of 39 sites were fully submerged in water.
8	Vodafone Essar Cellular Ltd.	30 Crore (Approx.) Final estimated loss is yet to be arrived at	30 Crore (Approx.)- Survey of losses is in process. Final Estimated loss is yet to be arrived at	BTS, UPS, DC power plant, SMPS, DG sets, Inverters, Battery for UPS/SMPS, Air-conditioners, Electrical Panels

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