

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS
LOK SABHA
UNSTARRED QUESTION NO. 972
TO BE ANSWERED ON 2nd MARCH, 2016
TELEPHONE EXCHANGES**

†972. SHRI SADASHIV LOKHANDE:

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

- (a) the number of telephone exchanges set up in rural areas in the country including Maharashtra during the current Five Year Plan as on date, State-wise;
- (b) the places where telephones are not working properly as on date, State-wise and the reasons therefor; and
- (c) the steps taken/being taken by the Government to ensure working of telephones properly?

ANSWER

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

- (a) Bharat Sanchar Nigam Limited (BSNL) has installed 105 telephone exchanges in rural areas including Maharashtra during the current Five Year Plan. The Circle-wise details of such exchanges is given in **Annexure**.
- (b) & (c) The telephone exchanges of BSNL are, in general, working satisfactorily in the country and are meeting the benchmarks on quality of services (QoS) as prescribed by Telecom Regulatory Authority of India.

To further improve its telephone services, BSNL is taking several steps. Some of them are as follows:

- To reduce the fault rate, BSNL is concentrating on pole-less connectivity to the subscribers.
- Regular patrolling of important cable routes to prevent cable thefts/cable damages.
- Coordination with local bodies to minimize cable damages due to road expansion/repair works.
- Reduction in prescribed life of telephone instruments and liberal replacement of the same on receiving any complaint.
- CDR (Call Details Record) project has been implemented. Under this project, the request made by subscriber for the value added services on wire-line is provided immediately. This project also facilitates easy installation, reconnection/disconnection, provision of STD/ISD, choice of tariff plan etc.
- To ensure the same day/next day fault clearance, instructions have been issued to all the field units.

Contd.....2/-

Circle-wise details of Telephone exchanges established by BSNL during the current five year plan

Name of the Circle	No. of Telephone Exchanges
ANDHRA PRADESH	3
ASSAM	1
BIHAR	18
GUJARAT	17
HARYANA	1
HIMACHAL PRADESH	10
JAMMU AND KASHMIR	3
KARNATAKA	2
MADHYA PRADESH	12
MAHARASHTRA	3
NORTH-EAST-I (Meghalaya, Mizoram, Tripura)	2
NORTH-EAST-II (Manipur, Nagaland, Arunachal Pradesh)	12
ODISHA	10
RAJASTHAN	1
TAMIL NADU	5
UTTARAKHAND	3
CHENNAI	2
TOTAL	105
