

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:2239
ANSWERED ON:04.12.2000
NATIONAL TELECOMMUNICATION CONSULTATIVE COMMITTEE
PUSP JAIN

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the date on which the Joint Sitting of National Telecommunication Consultative Committee was held;
- (b) the matter discussed therein;
- (c) whether the Committee were not satisfied with the working of the Consumer Service Departments; and
- (d) if so, the details thereof and the steps taken by the Government to improve the working of these departments?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) Ministry of Communications has no Committee titled as `National Telecommunication Consultative Committee`. However, a meeting of Consultative Committee of Parliament attached to the Ministry of Communications was held on 6.11.2000 under the chairmanship of Hon`ble Minister of Communications.

(b) The subject matter discussed was `Public Grievances and Customer satisfaction in Telephone Services`.

(c) & (d): The members of the Committee were generally satisfied with the Grievance Redressal System operative in the Department. But they offered many valuable suggestions to improve customer services further. These have been taken on record for follow up. Suggestions related to larger customers` interests are detailed below:

Each TDM/GM should make available the status report regarding the telephone booked, installed and pending in their jurisdiction to their respective MPs from time to time.

Cooperative and Gramin Banks in the rural areas should be authorised to collect the telephone bills in addition to other scheduled banks.

Telephone operators on 180/197 etc. positions should indicate their identity to the caller.

Each SSA Head should maintain area-wise status report of out of turn priority cases recommended by Hon`ble MPs and indicate them the time limit by which telephone can be provided to the applicants.

Telephone Adalats should be held regularly and MPs/ MLAs of the Constituencies should be intimated about the schedules of the Adalats in advance.