

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:2204  
ANSWERED ON:12.03.2001  
GRIEVANCE CELL  
RAMDAS ATHAWALE;SUDHA YADAV

**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) whether the Government have decided to commence a new system of rectifying consumer complaints;
- (b) if so, the details thereof;
- (c) whether some Grievance Cells have been set up with a view to make the telephone service more efficient;
- (d) if so, whether such cells have already been set up in all the telecom circles;
- (e) if not, the details of telecom circles where these cell have not yet been set up;
- (f) the time by which said cells are likely to be set up in each circle; and
- (g) the details of achievements of the said cells as on date?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

- (a) No, Sir.
- (b) Does not arise.
- (c) A Joint Secretary level officer has been posted in DOT Headquarter to look into the grievances of public. Similarly, a CGM level officer has been appointed exclusively to handle Public Grievance in Bharat Sanchar Nigam Limited.
- (d) Arrangement for handling Public Grievances are already existing in all Telecom Circles (BSNL).
- (e) & (f): Does not arise.
- (g) The Public Grievance Cells are functioning in a more focused manner under the control of PG Cell of BSNL HQ.