

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:112
ANSWERED ON:30.07.2001
CASES IN CONSUMER COURTS
RAVINDRA KUMAR PANDEY

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the number of cases in which the Mahanagar Telephone Nigam Limited (MTNL) and Videsh Sanchar Nigam Limited (VSNL) have been found guilty by the Consumer Courts as on June 30, 2001;
- (b) the total amount of fine imposed on them; and
- (c) the steps taken by the Government to provide better service to the consumers and thus reduce the number of cases?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STA QUESTION NO. 112 FOR 30th JULY, 2001 REGARDING CASES IN CONSUMER COURTS.

While as on 30/6/2001, there was no case of adverse judgement of the consumer courts against VSNL, during the period 1.4.1999 to 30.6.2001, there were 521 cases of adverse judgement of the consumer courts against MTNL.

The amount of fine imposed on MTNL adds up to Rs. 15.59lakhs. In respect of 92 cases, appeals have been preferred before the State Commission which are pending adjudication.

Mahanagar Telephone Nigam Ltd. has taken the following steps to provide better service and thus reduce the number of consumer grievances:-

- (i) With a view to redressing the grievances of subscribers on priority, Area General Managers meet public without appointment on every Friday and try to settle their grievances.
- (ii) Permanent Lok Adalat is functioning to settle the disputes of customers.
- (iii) A Quick Restoration Service (QRS) has been introduced for immediate restoration of telephones after payment has been made by the customer.
- (iv) Following steps are being taken to improve the reliability of the network and for redressal of customer grievances.
- Opening of more number of switching nodes viz. Remote Switching Units (RSUs) and Digital Line Carriers (DLCs).
 - Deployment of Wireless in Local Loop (WLL).
 - Replacement of paper core cable in a time bound manner.
 - Rehabilitation of external plant network.
 - Introduction of Call Centres for redressal of customer grievances.