

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:2697  
ANSWERED ON:13.03.2000  
BETTER TELEPHONE SERVICES  
ANANTA NAYAK;BHERU LAL MEENA;RAVINDRA KUMAR PANDEY

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

- (a) whether there is need to provide better services to the telephone subscribers all over the country;
- (b) if so, whether the Mahanagar Telephone Nigam Limited (MTNL) has not been able to provide satisfactory service to its subscribers in as much as it relates to the redressal of complaints even after its corporatisation;
- (c) if so, the number of cases in which penalty has been imposed and punishment awarded to MTNL by Consumer Forum and other Courts during the last three years till date;
- (d) the number of such cases noticed in various telecom circles in the country during the said period;
- (e) whether the Government have reviewed telephone network and any monitoring agency is proposed to be set up for the purpose;
- (f) if so, the details thereof and the action taken in this regard ; and (g) the action taken / to be taken by the Government for the redressal of pending complaints?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

- (a) Department of Telecom Services is providing quite satisfactory service to the telephone subscribers. However, there is always scope for improvement.
- (b) The subscribers complaints in general are redressed quickly in MTNL. Service provided to telephone subscribers has been steadily improving over the past few years.
- (c) No. of cases in which penalty has been imposed and punishment awarded to MTNL by various Courts are as under;

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58

- (d) The number of cases noticed in all telecom circles is 4813.
- (e) & (f) Government continually reviews performance and growth of telephone network to improve services to its subscribers. Monitoring agency for the redressal of public grievances already exists in the field units as well as in the Telecom Headquarter.
- (g) The public Grievance Redressal Machinery is active at all levels and redresses pending complaints promptly . Further public interacts with departmental officers for their grievances at two forums viz. Telephone Adalat & Open House Session which are advertised through leading newspapers.. Besides, field officers are available for public atleast 2 hours on all working days.