

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:805  
ANSWERED ON:06.03.2002  
GRIEVANCES CELL  
GUNIPATI RAMAIAH

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

- (a) the number of public grievances cells set-up in the country to make the telephone service more efficient, State-wise;
- (b) whether there is any proposal before the Government for setting up of public grievances cells in rural areas;
- (c) if so, the details thereof; and
- (d) if not, the reasons therefor?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) A total number of 432 Public Grievances Cells were working in the country as in Dec., 2001. State-wise List is attached at Annexure

(b) to (d): Grievances in rural areas are already being attended by Public Grievance Cells working in Telecom Circle Headquarter and Secondary Switching Area level. Presently, there is no proposal to set up Public Grievance Cells in rural areas. Recently, a toll free telephone number 1094 has been opened in all Public Grievance Cells of Telecom Circles which is accessible from all the telephones in rural as well as urban areas in the Telecom Circle for registration of grievances by the Public.

**ANNEXURE**

Sl. No. Name of Circle No. of PG Cells Statewise breakup No. of PG Cells

- 1. Andaman & Nicobar 1
- 2. Andhra Pradesh 23
- 3. Assam 8
- 4. Bihar 19
- 5. Chattisgarh 7
- 6. Gujarat 18
- 7 Haryana 10
- 8. Himachal Pradesh 7
- 9. Jammu & Kashmir 1
- 10. Jharkhand 7
- 11. Karnataka 20
- 12. Kerala 11
- 13. Madhya Pradesh 37
- 14. Maharashtra 30 Maharashtra 29  
Goa 1
- 15. NE-I 3 Meghalaya 2

Mizoram	0		
Tripura	1		
16. NE-II	4	Manipur	1
		Nagaland	2
		Arunachal	1
17. Orissa	70		
18. Punjab	12	Punjab	11
		Chandigarh	1
19. Rajasthan	25		
20. Tamil Nadu	27	Tamilnadu	26
		Pondicherry	1
21. U.P (E)	36		
22. U.P (W)	17		
23. Uttranchal	1		
24. West Bengal	15	West Bengal	14
		Sikkim	1
25. Kolkata	1		
26. Chennai	1		
27. Delhi	11		
28. Mumbai	10		
Grand Total	432		

Note 1. Total for Tamilnadu State = 27

(TN Circle = 26, Chennai Telephones = 1)

Note 2. Total for West Bengal State = 15

(West Bengal Circle = 14, Kolkata Telephones = 1)