

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

UNSTARRED QUESTION NO:2714  
ANSWERED ON:20.03.2002  
TELEPHONE ADALATS  
RAMJI MANJHI

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

- (a) whether Telephone Adalats are being held throughout the country every three months to resolve subscribers` grievances, but details regarding number of cases settled/pending, nature of grievances etc. are not being maintained centrally;
- (b) if so, the reasons for not monitoring the performance/achievement of Telephone Adalats; and
- (c) the steps taken in this regard?

**Answer**

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

(a) Generally Telephone Adalats are being held in all the Telecom circles of Bharat Sanchar Nigam Limited (BSNL) every three months at Telecom circle Head`s level and every two months at Telecom District Heads` level to resolve subscribers` grievances. Details regarding number of cases settled/pending, nature of grievances etc. are being maintained centrally.

In Mahanagar Telephone Nigam Limited (MTNL), Telephone Adalats were held quarterly in Mumbai and Delhi.The details regarding number of cases settled/pending, nature of grievances etc. are being maintained centrally.

(b) & (c): Do not arise in view of (a) above.