

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

STARRED QUESTION NO:229
ANSWERED ON:04.12.2002
CUSTOMER SERVICES
ASHOK NAMDEORAO MOHOL;V. VETRISELVAN

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

- (a) whether it is a fact that there is no improvement in customer services after corporatisation of the Telecommunications Department;
- (b) if so, the reasons therefor;
- (c) whether the Government have issued any guidelines to BSNL and MTNL to improve customer services;
- (d) if so, the details thereof;
- (e) whether there has been an increase in the number of cases about customer services in consumer courts; and
- (f) if so, the steps taken by the Government to check this increasing trend of customers' complaints?

Answer

THE MINISTER FOR PARLIAMENTARY AFFAIRS AND COMMUNICATIONS & INFORMATION TECHNOLOGY (SHRI P. MAHAJAN)

(a) to (f): 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 (f) OF LOK SABHA QUESTION NO. 229 FOR 4TH DECEMBER, 2002 REGARDING CUSTOMER SERVICES.

(a) No, Sir.

(b) Does not arise in view of (a) above.

(c) Yes, Sir.

(d) Directions are issued to BSNL & MTNL by DOT and TRAI from time to time to improve the customer services in the changing scenario.

(e) & (f): Every effort is made to improve the customer services. Due to large number of consumer courts, the number of cases increase or decrease depending on the specific area. However, in case of MTNL there has been a decline in consumer court cases.