

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

UNSTARRED QUESTION NO:1393  
ANSWERED ON:30.07.2003  
CALL CENTRES FOR GRIEVANCES REDRESSAL  
A. VENKATESH NAIK;RAMSHETH THAKUR

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

- (a) whether the MTNL and BSNL have failed to look into various grievances of customers promptly;
- (b) if so, the reasons therefor;
- (c) whether the Government have set up Call Centres for grievances redressal in MTNL and BSNL;
- (d) if so, the details thereof, State-wise;
- (e) the time limit fixed by MTNL and BSNL for redressal of consumers' complaints; and
- (f) the extent to which the said Call Centres are likely to settle various grievances of customers?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI J. PRADHAN)

- (a) No, Sir.
- (b) Does not arise in view of (a) above.
- (c) Yes, Sir. BSNL and MTNL have set up Call Centres.
- (d) In MTNL Delhi, Call Centre Service has been started where customer is provided on-line service information regarding various services including provision of New Telephone Connection, Shift of Telephones, provision of various phone-plus services, billing complaints etc. BSNL has set up 39 Call Centres in different States - 17 Call Centres in Gujarat, 7 in Punjab, 3 each in Kerala and Tamil Nadu, 2 each in Maharashtra and Haryana, 1 each in Andhra Pradesh, Madhya Pradesh, Assam, Rajasthan and Kolkata.
- (e) Time limit is fixed depending on the nature of the grievance. Target for telephone faults is 48 hours and billing complaints 30 days.
- (f) These Call Centres are likely to settle various grievances of customers to a great extent.