

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

UNSTARRED QUESTION NO:361

ANSWERED ON:03.12.2003

IMPROVEMENT IN THE CUSTOMER CARE SERVICE OF MTNL AND BSNL

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

- (a) Whether the Government have asked MTNL and BSNL to improve its customer care service in the country;
- (b) if so, the details thereof;
- (c) whether a large number of MTNL and BSNL subscribers have applied for disconnection of basic telecom services;
- (d) if so, the details thereof;
- (e) whether the Government propose to fix responsibilities on MTNL and BSNL officials who fail to put a check on the rise in number of complaints of subscribers; and
- (f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SRI YASHOK PRADHAN)

(a) & (b): Sir, improvement of services including customer care is continuous process. As such MTNL and BSNL strive hard for providing better customer care. Further, Telecom Commission reviews the performance of these PSUs on quarterly basis.

(c) & (d): During the current year from 01.04.2003 to 31.10.2003 number of telephones surrendered are as follows:

BSNL - 17.94 Lakhs
MTNL - 02.03 Lakhs

(e) & (f): Number of complaints per 100 customers per month have come down. No instance has come to notice where service complaints have increased due to deliberate act of any official. However, any complaint against the staff is dealt with as per the conduct rules.