

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

UNSTARRED QUESTION NO:3162
ANSWERED ON:23.03.2005
TELEPHONE ADALATS IN ANDHRA PRADESH
Yadav Shri M. Anjan Kumar

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

- (a) the dates on which telephone adalats were held in each district of Andhra Pradesh during the last two years;
- (b) the number of cases received in these adalats during the last two years, district-wise;
- (c) the number of cases disposed of in these adalats, district-wise; and
- (d) the details of relief measures provided to the telephone subscribers and the rules for conducting telephone adalats?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) Details are given in Annexure -I

(d) Details are available at Annexure-I & II.

ANNEXURE-I

HOLDING OF TELEPHONE ADALATS - SSA LEVEL

Sl No	Name of the SSA District	01-01-2003 TO 31-12-2003			01-01-2004 TO 31-12-2004		
		Date	No. of cases Received	No. of cases Disposed	Date	No. of cases Received	No. of cases Disposed
				Details of relief given in Rs.			Details of relief given in Rs.
1	Adilabad	28/02/03	Nil	Nil	26/02/04	Nil	Nil
		25/04/03	Nil	Nil	22/04/04	Nil	Nil
		27/06/03	1	1	24/06/04	2	2
		22/08/03	Nil	Nil	26/08/04	Nil	Nil
		24/10/03	Nil	Nil	28/10/04	Nil	Nil
		26/12/03	Nil	Nil	23/12/04	Nil	Nil
	Total		1	1		2	2
2	Anantapur	28/02/03	Nil	Nil	26/02/04	Nil	Nil
		25/04/03	3	3	22/04/04	1	1
		27/06/03	Nil	Nil	24/06/04	4	4
		22/08/03	Nil	Nil	26/08/04	1	1
		24/10/03	Nil	Nil	28/10/04	Nil	Nil
		26/12/03	Nil	Nil	23/12/04	Nil	Nil
	Total		3	3		6	6
3	Cuddpah	28/02/03	Nil	Nil	26/02/04	Nil	Nil

	25/04/03	Nil	Nil	Nil	22/04/04	3	3	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	6	6	Nil
	22/08/03	1	1	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	5	5	Nil	23/12/04	Nil	Nil	Nil
4	Total Eluru	6	6			9	9	
	28/02/03	1	1	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	1	1	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	1	1	241
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	1	1	329	23/12/04	Nil	Nil	Nil
5	Total Guntur	3	3	329		1	1	241
	28/02/03	5	5	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	3	3	685	22/04/04	1	1	Nil
	27/06/03	1	1	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	6	6	Nil	26/08/04	4	4	Nil
	24/10/03	10	10	Nil	28/10/04	6	6	Nil
	26/12/03	1	1	Nil	23/12/04	4	4	Nil
6	Total Hyderabad	26	26	685		15	15	
	28/02/03	3	3	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	1	1	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	1	1	Nil	24/06/04	3	3	Nil
	22/08/03	1	1	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
7	Total Karimnagar	6	6			3	3	
	28/02/03	2	2	1,805	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	2	2	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	3	3	3,898
	22/08/03	1	1	Nil	26/08/04	1	1	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
	Total	3	3	1,805		6	6	3,898
8	Khammam							
	28/02/03	Nil	Nil	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	1	1	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	3	3	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	2	2	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	1	1	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	1	1	Nil
9	Total Kurnool					8	8	
	28/02/03	Nil	Nil	Nil	26/02/04	7	7	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	1	1	Nil
	22/08/03	5	5	Nil	26/08/04	4	4	Nil

	24/10/03	Nil	Nil	Nil	28/10/04	4	4	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	3	3	Nil
Total		5	5			19	19	
10 Mahaboobnagar	28/02/03	Nil	Nil	Nil	26/02/04	1	1	Nil
	25/04/03	1	1	2,000	22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	1	1	Nil
	22/08/03	1	1	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	3	3	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	4	4	Nil	23/12/04	Nil	Nil	Nil
Total		9	9	2,000		2	2	
11 Nalgonda	28/02/03	Nil	Nil	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
Total								
12 Nellore	28/02/03	1	1	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	6	6	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	2	2	940	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	3	3	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
Total		3	3	940		9	9	
13 Nizamabad	28/02/03	Nil	Nil	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
Total								
14 Ongole	28/02/03	Nil	Nil	Nil	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil	24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil
Total								
15 Rajahmundry	28/02/03	5	5	2,263	26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil	22/04/04	1	1	Nil
	27/06/03	2	2	Nil	24/06/04	2	2	Nil
	22/08/03	Nil	Nil	Nil	26/08/04	3	3	Nil
	24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
	26/12/03	1	1	532	23/12/04	3	3	Nil
Total		8	8	2,795		9	9	
16 Sangareddy	28/02/03	Nil	Nil	Nil	26/02/04	Nil	Nil	Nil

	03			04			
	25/04/03	Nil	Nil	Nil 22/04/04	2	2	Nil
	27/06/03	Nil	Nil	Nil 24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil 26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil 23/12/04	Nil	Nil	Nil
Total					2	2	
17 Srikakulam	28/02/03	Nil	Nil	Nil 26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil 22/04/04	Nil	Nil	Nil
	27/06/03	1	1	Nil 24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil 26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil 23/12/04	3	3	Nil
Total		1	1		3	3	
18 Tirupati	28/02/03	Nil	Nil	Nil 26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil 22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil 24/06/04	1	1	Nil
	22/08/03	Nil	Nil	Nil 26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	1	1	Nil
	26/12/03	1	1	Nil 23/12/04	Nil	Nil	Nil
Total		1	1		2	2	
19 Vijayawada	28/02/03	Nil	Nil	Nil 26/02/04	1	1	Nil
	25/04/03	Nil	Nil	Nil 22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil 24/06/04	8	8	1,200
	22/08/03	5	5	10,584 26/08/04	2	2	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	1	1	811
	26/12/03	Nil	Nil	Nil 23/12/04	Nil	Nil	Nil
Total		5	5	10584	12	12	2011
20 Visakhapatnam	28/02/03	2	2	Nil 26/02/04	1	1	Nil
	25/04/03	2	2	50 22/04/04	2	2	Nil
	27/06/03	2	2	Nil 24/06/04	1	1	Nil
	22/08/03	Nil	Nil	Nil 26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	Nil	Nil	Nil
	26/12/03	Nil	Nil	Nil 23/12/04	Nil	Nil	Nil
Total		6	6	50	4	4	
21 Vizianagaram	28/02/03	Nil	Nil	Nil 26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil 22/04/04	Nil	Nil	Nil
	27/06/03	Nil	Nil	Nil 24/06/04	Nil	Nil	Nil
	22/08/03	Nil	Nil	Nil 26/08/04	Nil	Nil	Nil
	24/10/03	Nil	Nil	Nil 28/10/04	Nil	Nil	Nil
	26/12/03	1	1	1500 23/12/04	Nil	Nil	Nil
Total		1	1	1500			
22 Warangal	28/02/03	Nil	Nil	Nil 26/02/04	Nil	Nil	Nil
	25/04/03	Nil	Nil	Nil 22/04/04	Nil	Nil	Nil

27/06/03	Nil	Nil	Nil	24/06/04	Nil	Nil	Nil
22/08/03	Nil	Nil	Nil	26/08/04	Nil	Nil	Nil
24/10/03	Nil	Nil	Nil	28/10/04	Nil	Nil	Nil
26/12/03	Nil	Nil	Nil	23/12/04	Nil	Nil	Nil

Total

Annexure-II

No. 12-1/2001-(PG)
 Bharat Sanchar Nigam Limited
 (A Government of India Enterprise)
 10th floor, Chandralok Building
 Janpath, New Delhi-110001

Dated: 22.06.2001

To

All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References: 18-1/87-PG&I dated 11-6-87
 18-1/87-PG&I dated 8-2-88
 18-1/87-PG&I dated 17-9-89
 18-1/87-PG&I dated 22-5-92
 18-1/87-PG&I dated Oct, 96
 2-2/2000 PEG (PG) dated 16-12-2001
 2-2/2000-PG dated 9-2-2001
 12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer's problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the departments. Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints, non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented before the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction of the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:

Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

- (a) CGM of Telecom Circle/Districts Chairman
- (b) Financial Advisor of Circle/District Member
- (c) Engineering Officer next to CGM in Circle Office Member
- (d) SR.DDG/DDGs nominated One

(ii) List of nominee from BSNL headquarter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. In case of SSAs where more than one CGM is holding independent charge, then all such independent GMs will hold independent Adalats for their area once in two months.

Publicity:

The information of holding Adalats by CGM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by CGM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDG/DDG to Sr. DDG (PG) who shall maintain a record in his unit.

Sd/-
Sr. DDG (PG)
22.6.2001