

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

UNSTARRED QUESTION NO:1093

ANSWERED ON:02.08.2006

COMPLAINTS AGAINST TELEPHONE AND MOBILE SERVICES OF BSNL .

Khan Shri Mohammad Tahir;Patle Shri Shishupal Natthu;Rawat Shri Ashok Kumar;Shiwankar Shri Maha Deo Rao;Siddeswara Shri Gowdar Mallikarjunappa;Yadav Shri Kailash Nath Singh

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

- (a) Whether a number of complaints have been received from the customers in regard to the telephone and mobile services of the Bharat Sanchar Nigam Limited in the country during the last one year;
- (b) If so, the total number of complaints received by the Government State-wise, location-wise; and
- (c) The action taken/proposed to be taken by the Government in this regard?

Answer

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

(a) Yes, Sir.

(b) Information about number of complaints received for basic services and mobile services during the last one year, telecom circle wise is given in Annexure-I.

(Telecom Circles are generally co-terminus with the States of the Union of India)

(c) The action taken/proposed to be taken is given at Annexure-II.