

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

UNSTARRED QUESTION NO:3675
ANSWERED ON:19.04.2010
REGISTRATION OF TELEPHONE COMPLAINTS
Singh Rajkumari Ratna;Sinh Dr. Sanjay

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

- (a) whether the telephone numbers of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) meant to register complaints usually remain very busy and takes a lot of time to register complaints in the country;
- (b) if so, the reaction of the Government thereto, whether due to non registering of complaint and the number of complaints against MTNL and BSNL is increasing and customers are surrendering their services;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

- (a): No, Madam. The complaints are booked on automated Interactive Voice Response System (IVRS) or on Call Centres. These numbers normally do not remain busy. The call centers meant to register complaints are also working satisfactorily and are in general meeting the Quality of Service (QoS) parameter prescribed by Telecom Regulatory Authority of India (TRAI) in respect of response time to customer for assistance.
- (b): Not applicable in view of (a) above.
- (c): No, Madam.
- (d) & (e): Not applicable in view of (c) above.