

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

UNSTARRED QUESTION NO:1319
ANSWERED ON:02.08.2010
COMPLAINTS AGAINST MTNL SERVICES
Patil Shri A.T. Nana

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

- (a) whether the Government is receiving regular complaints regarding the telecommunication services of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limited (BSNL) in the country;
- (b) if so, the details thereof;
- (c) whether the subscribers are registering their complaints orally;
- (d) if so, whether the facility for registering written complaint to ensure its redressal is not available;
- (e) if so, the details thereof; and
- (f) the steps taken by the Government to improve the grievance redressal system?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) Yes, Madam.

(b) During the year 2010-11, 11538 complaints in respect of MTNL and 4173 complaints in respect of BSNL have been received upto 30.06.2010.

(c) Yes Madam.

(d) & (e) Grievances relating to telecommunication services from public are received in Public Grievance Cell of Department of Telecommunications (DoT) by post, on telephone, through fax and electronically through Public Grievance Portal of Government of India.

(f) With an objective of speedy redressal, fast access and effective monitoring of grievance redressal process, DoT has adopted centralized public grievances redressal and monitoring system (CPGRAMS) which is based on web technology and facilitates the submission of grievances by public from anywhere and any time on 24X7 basis. The system provides the facility to public to monitor the progress of redressal process in respect of lodged grievance.