

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

UNSTARRED QUESTION NO:3595

ANSWERED ON:16.08.2010

DELAY IN CASES OF MTNL

Jaiswal Shri Gorakh Prasad ;Vasava Shri Mansukhbhai D.

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

- (a) whether the Mahanagar Telephone Nigam Limited (MTNL) delays the cases received in its corporate offices in the country;
- (b) if so, the reasons therefor;
- (c) the total number of policy related cases received by the corporate offices of the MTNL during the last three years and the current year alongwith the number out of them in regard to which any policy has been decided;
- (d) whether the Government intends to review the functioning of officers who have been posted directly in the corporate offices; and
- (e) if not, the reasons therefor and the reaction of the Government thereto?

**Answer**

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

(a) No, Madam.

(b) Does not arise in view of (a) above.

(c) MTNL receives policy related letters from DOT (the licensor) & TRAI (the regulator), which are followed by MTNL. In addition, MTNL gets policy related cases mostly as suggestions from its subscribers, general public & others via written letters and online via grievance redressal portals (like CPGRAMS) and in emails to MTNL officers at various levels etc. Record is not kept for exact number of such suggestions/cases. However, the policy related suggestions/cases received by various officers in MTNL Corporate office are considered and taken up in its policies as feasible.

(d) & (e) No, Madam. MTNL enjoys operational autonomy of Navratna PSU with its Board of Directors taking all decisions regarding day to day management/policies. However, the Government monitors the progress through MoU signed between MTNL and Government of India for each financial year.