

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

UNSTARRED QUESTION NO:5316
ANSWERED ON:13.12.2010
UPKEEPING OF RECORD BY MTNL BSNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Mahanagar Telephone Nigam Limited (MTNL)/Bharat Sanchar Nigam Limited (BSNL) is upkeeping the record for exact number of suggestions/ cases received by the subscribers;
- (b) if so, the details thereof; and
- (c) the steps taken by the Government in this regard?

Answer

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

(a) to (c) The suggestions/complaints received from subscribers in BSNL/MTNL are handled by their concerned units depending upon the nature of the suggestions/complaints. However, the upkeeping of the record for exact number is not maintained.