

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

UNSTARRED QUESTION NO:1120  
ANSWERED ON:15.11.2010  
FUNCTIONING OF COMPLAINTS RECEIVING SYSTEM  
Sinh Dr. Sanjay;Vasava Shri Mansukhbhai D.

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

- (a) whether the complaints receiving system of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) is not working satisfactorily in the country;
- (b) if so, the details thereof; and
- (c) 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 SACHIN PILOT)

- (a) No, Madam. The complaints receiving system of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) is working satisfactorily
- (b)& (c) Do not arise in view of (a) above.