

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

UNSTARRED QUESTION NO:4124
ANSWERED ON:03.08.2009
TELECOM CALL CENTRES
Saroj Smt. Sushila

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

- (a) whether call centres of Mahanagar Telephone Nigam Limited (MTNL)/Bharat Sanchar Nigam Limited (BSNL) have not been functioning satisfactorily in the country;
- (b) if so, the reasons therefor; and
- (c) the steps taken/being taken by the Government to resolve/redress the problems being faced by the subscribers?

Answer

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

(a) to (c) Sir, the call centres of Mahanagar Telephone Nigam Limited(MTNL)/Bharat Sanchar Nigam Limited(BSNL) are functioning satisfactorily in general. MTNL/BSNL are meeting the quality of Service prescribed by Telecom Regulatory Authority of India (TRAI) for call centres for most of the time. Following steps have been taken to further improve the performance of call centres:

- i. Increasing the positions in the call centers as per the requirement.
- ii. More call centre executives are being deployed in the call centres during congestion period.
- iii. Call centre executives are being provided regular training to increase their efficiency and reduce holding time.