

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

UNSTARRED QUESTION NO:195
ANSWERED ON:08.08.2012
COMPLAINTS LODGING MECHANISM
Rane Dr. Nilesh Narayan

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

- (a) whether the BSNL's complaints receiving system is not working satisfactorily as a result of which subscribers are not able to lodge their complaints;
- (b) if so, the details thereof and the reasons therefor;
- (c) the complaints received by BSNL for poor telephone and broadband services during the last two years and the current year;
- (d) whether the work of complaint lodging system has been outsourced by BSNL; and
- (e) if so, the details thereof along with the terms and conditions thereof along with the charges paid for the same?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) No, Madam. Bharat Sanchar Nigam Limited (BSNL)'s Complaint receiving system is in general working alright. A robust Grievance Redressal Mechanism system has been established in BSNL with Computerized Fault Repair Service (FRS)/Interactive Voice Response System (IVRS) in all telecom circles/districts and the same is in general working satisfactorily. In addition, booking of complaints can also be done in every exchange, in case the computerized service is not available temporarily due to some technical problems.

In addition to this, various Toll free numbers are available for booking complaints at Call Centers and they are working satisfactorily. The Grievance Redressal Mechanism is in general meeting the Quality of Service parameters prescribed by TRAI (Telecom Regulatory Authority of India). BSNL also has Public Grievance Cell in each circle for resolving the complaints of its subscribers.

(b) Not applicable in view of (a) above.

(c) The details of complaints received by BSNL are as below:

1) Total complaints received for Faulty Landline Telephone Services:

Financial year Number of Complaints received

2010-11 7932209

2011-12 7075140

2012-13 3186710
(Up to June , 2012)

ii) Total complaints received for Faulty Broadband Services:

Financial year Number of Complaints received

2010-11 2420840

2011-12 2358666

2012-13 573912

(Up to June , 2012)

(d) & (e) The land line and Broadband complaints are being handled by Computerized Fault Repair System/Interactive Voice Response Systems (FRS/IVRS), which are being maintained by BSNL.

The complaint lodging system for Mobile services is working mainly through four zonal Call Centers, which are outsourced. The details of approved firms are as below:

Sl.No. Zone Outsourced to Rates (Rupees per connect minute)

Response by IVRS Response by Agent

1	East	M/s.Sparsh BPO Services Ltd. Gurgaon	0.1755	1.17
2	North	M/s.Sparsh BPO Services Ltd. Gurgaon	0.25	1.15
3	South	M/s.Sparsh BPO Services Ltd. Gurgaon	0.1755	1.17
4	West	M/s.Spanco BPO Services Ltd. Gurgaon	0.1680	1.12