

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

STARRED QUESTION NO:263
ANSWERED ON:29.08.2012
COMPLAINT REDRESSAL MECHANISM
Sainuji Shri Kowase Marotrao;Thol Shri Thirumaavalavan

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

- (a) the details of the provisions prescribed by Mahanagar Telephone Nigam Ltd. (MTNL) and Bharat Sanchar Nigam Ltd. (BSNL) for attending complaints separately of telephone and internet broadband subscribers and the time frame fixed for attending different kind of complaints;
- (b) whether the BSNL and MTNL are speedily balancing out complaints received through call centres;
- (c) if so, the details thereof along with the number of complaints received and balanced out within the prescribed time frame;
- (d) whether the local and STD telephones of BSNL are also not functioning properly particularly in rural and backward areas; and
- (e) if so, the details thereof and the corrective measures taken by the Government to provide quality service to customers and also the action taken against the officers responsible for poor services?

Answer

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPEL f OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 263 FOR 29 AUGUST, 2012 REGARDING 'COMPLAINT REDRESSAL MECHANISM'

(a) Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam limited (BSNL) are following the Telecom Regulatory Authority of India (TRAI) Regulation for handling complaints of telephone and internet broadband subscribers. TRAI has prescribed following Regulations in this regard:-

(i) The Telecom Consumer Complaint Redressal Regulations, 2012.

(ii) The Standards of Quality of Service of Basic Telephone Service(Wireline)and Cellular Mobile Telephone Services Regulations, 2009 and

(iii) The Quality of Service for Broadband Services Regulations, 2006.

The above Quality of sendees(QoS) Regulations also provide time frame for attending different kind of complaints. Details in respect of few parameters are as below:

(i) Fault repairs

(Landline) : Urban areas: By next working day: > 90% and within 3 days: 100%. Rural areas : By next working day: > 90% and within 5 days: 100%.

(Broadband) : By next working day: > 90% and within 3 working days: 99%.

(ii) Billing complaints : 100% within four weeks.

(b) & (c) BSNL & MTNL are by and large meeting the prescribed time frame. The details in respect of complaints received and resolved within prescribed time frame during 2011-12 and 2012-13(upto June, 2012) are as below:

Year	BSNL	MTNL	
Total	Total Complaints	Total	Total Complaints
Complaints resolved within	Complaints resolved within	Complaints resolved within	Complaints resolved within
Received time frame	Received time frame	Received time frame	Received time frame

2011-12 13377336 12412622 7300327 6531756

2012-13 3186710 2884741 1721440 1597211
(upto
June-
2012)

(d) The Local and STD telephones of BSNL (including those in rural and backward areas) are in general functioning properly. However, delay occurs in rectification of telephone faults in some areas where road widening works, water pipeline and drainage works are in progress.

(e) TRAI apart from monitoring the performance against the benchmarks specified in QoS Regulations, also undertakes Audit & Assessment/Customer satisfaction survey and follows up with the service provider(s) for addressing the deficiencies. Further following steps are being taken/planned by BSNL to improve the Quality of telecom services :

1. Rehabilitation and up-gradation of external plant.
2. Close monitoring of network operation through Network Management System,
3. Introduction of Call Data Record (CDR) based billing, Commercial. Fault repair and Work order Management System.
4. In rural areas where there is frequent power failure , Engine Alternators are used.

As regards action taken against the officers responsible for poor services, question does not arise in view of para (d) above.