

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

UNSTARRED QUESTION NO:2750

ANSWERED ON:13.03.2013

TELEPHONE AND INTERNET SERVICES

Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari;Rathwa Shri Ramsinhbhai Patalbhai

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

- (a) the details of complaints received from telephone and internet broadband subscribers of MTNL and BSNL for poor quality of services and the callous attitude of their officials particularly from the backward and rural areas during each of the last three years and the current year; State-wise and company-wise and the reasons therefor;
- (b) the action taken by the Government on such complaints;
- (c) whether the Government has fixed any time frame for redressal of specific complaints and providing the services as and when requested;
- (d) if so, the time frame fixed for attending various jobs, job-wise;
- (e) the number of complaints settled within the fixed time frame and the reasons for delay, if any; and
- (f) the corrective measures taken/being taken by the Government in this regard?

**Answer**

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

- (a) to (f) The information is being collected and will be laid on the Table of the House.