

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

UNSTARRED QUESTION NO:3702
ANSWERED ON:20.03.2013
GRIEVANCE REDRESSAL MECHANISM
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether there are effective public/consumer grievance redressal mechanism at the district and secondary switching area (SSA) level;
- (b) if so, the details of such grievance redressal cells functioning in the country at district and SSA level, State-wise;
- (c) if not, the reasons therefor; and
- (d) the steps taken by the Government to set up such cell/mechanism to redress the grievances of consumers at that level?

Answer

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

(a) Yes Madam. Consumer Grievance Redressal Mechanism of Bharat Sanchar Nigam Limited (BSNL) & Mahanagar Telephone Nigam Limited (MTNL) covers all respective Secondary Switching Areas (SSA's).

(b) BSNL has established Grievance Redressal system with Computerized Fault Repair Service & Interactive Voice Response System (FRS/MRS) in all SSAs. In addition, customer can book his complaint at call center on Toll Free Numbers as indicated below :-

For Wire-line Telephone connections: 1500 or 1800-345-1500

For WLL & WiMAX Connections: 1502 or 1800-180-1502

For GSM Mobile Services: 1503 or 1800-180-1503

For Broadband and Internet Connections: 1504 or 1800-345-1504

BSNL has 11(eleven) call centers for Wire-line and Broadband services and 14(fourteen) call centers for mobile services which are working at Telecom circle level as per details in Annexure-I. BSNL also has Public Grievances Cell in each circle/SSA for resolving the complaints of its customers.

The details of grievance redressal system of MTNL (for Delhi and Mumbai) are as below:-

1. Complaint Centre on MRS (Interactive Voice Response System) at '198'.
2. MTNL's Website-<http://delhi.mtnl.net.in> (MTNL Delhi), www.mtnlmumbai.in (MTNL Mumbai).
3. Call Centres-
1500 - Landline Services ;
1502- CDMA (Code Division Multiple Access) Services;
1503- Mobile Services;
1504 -Broadband Services
4. Customer service Centres/ Sanchar Haats.

(c) & (d) Not applicable in view of above.