

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

UNSTARRED QUESTION NO:1564
ANSWERED ON:14.08.2013
FUNCTIONING OF MTNL MANAGEMENT
Khaira Shri Chandrakant Bhaurao;Singh Shri Ratan

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

- (a) whether there has been delay on the part of the Mahanagar Telephone Nigam Limited (MTNL) in formulation of policies and disposing of complaints/grievances;
- (b) if so, the details of such cases during the last three years and the current year;
- (c) whether the Government proposes to review the functioning of the MTNL management; and
- (d) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT.) KILLI KRUPARANI)

(a) & (b) Mahanagar Telephone Nigam Limited (MTNL) makes all efforts to dispose of complaints/grievances in the prescribed time limits subject to feasibility and viability. MTNL has been facing a resource crunch which has hampered its ability to augment its network to meet demand. Details of faults cleared within 3 days in respect of Basic and Broadband services of MTNL, for the last 3 years and current year are given at Annexure-I.

(c) & (d) All the operational decisions are taken by MTNL through its Board of Directors in accordance with the provisions contained in the Memorandum of Association (MOA) & Articles of Association (AOA) of MTNL. Performance of MTNL on various parameters is reviewed, from time to time, in respect of the parameters outlined in the annual Memorandum of Understanding (MOU) signed between the Government and MTNL.