

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

UNSTARRED QUESTION NO:4155
ANSWERED ON:19.02.2014
COMPLAINTS LODGING SYSTEM
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the complaints lodging system of both PSU telecom companies particularly of MTNL is not functioning satisfactorily and subscribers face problems in lodging their complaints;
- (b) if so, the details thereof along with the number of complaints lodged in BSNL and MTNL during the last three years and the current year, State-wise separately for landline and broadband;
- (c) the details of the provisions prescribed by MTNL and BSNL for attending complaints separately of telephone and internet broadband subscribers and the time frame fixed for attending different kinds of complaints;
- (d) whether the BSNL and MTNL are speedily balancing out complaints received through call centres; and
- (e) if so, the details thereof along with the number of complaints received and balanced out within the prescribed time frame and the action taken by the Government for attending complaints within prescribed time frame?

Answer

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

(a) & (b) Telecom Regulatory Authority of India (TRAI) has laid down the institutional mechanism and procedure for redressal of complaints of consumers by service providers through the Telecom Consumers Complaint Redressal Regulations, 2012.

TRAI has informed that BSNL & MTNL have set up complaint centres and also appointed the Appellate Authority for Basic Service (Wireline) and Broadband Service. Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) have informed that their complaint lodging system is functioning satisfactorily and subscribers are, in general, not facing any problem in lodging their complaints.

(c) The details of provisions prescribed by TRAI for attending complaints of telephone and broadband are as follows:

Faults repair by next working day : 90%

Fault repair in urban areas - 100% within three working days.

Fault repair in Rural areas - 100% within 5 working days

Mean time to repair = <8 hrs.

(d) & (e) BSNL and MTNL are generally redressing the complaints within the time frame prescribed by TRAI. However, sometimes they face problems due to delay in getting digging permissions, cable theft, damage to cables by other agencies. The details of percentage of complaints which were redressed within prescribed frame during the 2013-14 is given in Annexure.