

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

UNSTARRED QUESTION NO:2784  
ANSWERED ON:10.12.2014  
TELEPHONE ADALATS  
Mohan Shri P. C.

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

- (a) whether Telephone Adalats are organized to settle the pending cases and disputes and if so, the details of such Adalats held during the last three years, State-wise;
- (b) if so, the details of number of cases registered and settled during the last three years and the current year, State-wise and Secondary-Switching area-wise;
- (c) whether any concessions were offered to the subscribers in these Adalats; and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

- (a) Yes, Madam. Telephone Adalats are organized by Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) to settle the pending cases. The data of Telephone Adalats are maintained as per telecom circles, which are identical with the states in most of the cases. Circle-wise details of the Telephone Adalats held during the last three years is enclosed at Annexure-I.
- (b) Details of number of cases registered and settled during the last three years and the current year (upto 31st October, 2014), State-wise and Secondary-Switching area-wise are enclosed at Annexure-II.
- (c) Yes, concessions are offered to the subscribers by BSNL and MTNL in these Adalats, as per merit of the case.
- (d) Details of relief/rebate given by BSNL and MTNL in the telephone adalats held during the last three years and the current year (upto 31st October, 2014) are enclosed at Annexure-II.