

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS  
LOK SABHA  
UNSTARRED QUESTION NO. 5665  
TO BE ANSWERED ON 6<sup>TH</sup> APRIL, 2022  
TELECOM ADVISORY COMMITTEE**

†5665. SHRI SUNIL KUMAR SINGH:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Advisory Committees (TACs) are constituted by the Government in all the districts of the country, if so, the details of functionality of these Committees and the number of meetings conducted by them annually;
- (b) whether the Government is aware that not a single meeting has been conducted in many districts since the constitution of TAC till the expiry of their term covering a period of two years and if so, the details thereof;
- (c) the details of the number of meetings conducted by TAC constituted for the Hajaribagh, Ranchi and Daltonganj districts of Jharkhand State during the last two years and the members present in the said meetings;
- (d) the manner in which the objectives of constituting such committees are likely to be achieved where not a single meeting of TAC has been conducted during the term of entire two years; and
- (e) whether the Government proposes to improve the functioning of TAC and if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS  
(SHRI DEVUSINH CHAUHAN)**

- (a) Telephone Advisory Committees (TACs) are constituted by the Government at telecom district level in BSNL and MTNL. The functions of TACs are as under:
  - (i) To work as interface between telephone consumers and BSNL/MTNL
  - (ii) To give the public a confidence that their grievances are properly represented as well as redressed
  - (iii) To educate public/bring awareness among telephone consumers about the various services provided by BSNL/MTNL
  - (iv) To suggest measures for efficiency.

As per guidelines issued on the subject, each Telephone Advisory Committee (TAC) should hold at least two meetings every year preferably when Parliament is not in session.

- (b) to (e) During the last two years, no TAC meetings could be conducted in 216 TACs mainly due to Covid-19 Pandemic.

During the last two years, one meeting was conducted in Ranchi Telecom District in which members of TACs of Hajaribagh and Daltonganj Telecom Districts were also invited. A total of 27 members (Hajaribagh- 09, Ranchi- 13 and Daltonganj- 05) attended the said meeting.

Instructions have been reiterated to MTNL and BSNL to conduct TAC meetings regularly.

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