

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO.6
TO BE ANSWERED ON 24th FEBRUARY, 2016**

TELEPHONE COMPLAINTS

†6. SHRI GOPAL SHETTY:

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

- (a) whether this Ministry has issued any guidelines in 1996 thereby had fixed a certain timeframe for attending complaints such as transfer of telephone connection, rectifying faults, etc.;
- (b) if so, the details thereof along with the timeframe fixed for disposal of various complaints and requests;
- (c) the number of complaints received by BSNL/MTNL officers regarding non-disposal of the said services as per the said guidelines during the last three years and the current year; and
- (d) the action taken by the Government to ensure the strict compliance of the guidelines??

ANSWER

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

- (a) Yes Madam, Ministry had issued such instructions on 25.06.1996 thereby had fixed a certain time frame for attending complaints such as transfer of telephone connections, rectifying the faults etc.
- (b) Earlier the time frames for attending the complaints as per 1996 instructions were:-
 - i. Local shifting of telephone within same exchange should be completed within 7 days.
 - ii. Inter-exchange shifting should be completed within 15 days.
 - iii. Inter-State shifting should be completed within one month.
 - iv. Repair of faulty telephone within 48 hours.
 - v. Telephone connection should be installed and energized within 15 days from the issue of OB.

However, later TRAI has issued Telecom Consumer Complaint Redressal Regulations, 2012. Accordingly, the complaints/service requests have to be redressed by the service providers within the time limits laid down in the Quality of Service Regulations issued by TRAI. Wherever, no time limit is prescribed in the Quality of Service Regulations the complaint/ service requests has to be redressed within 3 days. In the Quality of Service Regulations the time limits prescribed for various complaints/service requests are given below:

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- a. For Basic Services:
- (i) Fault repair
 - Urban areas : 5 days
 - Rural and Hilly areas : 7 days
 - (ii) Resolution of billing complaints : 6 weeks & adjustment of wavier to be given within 7 days
 - (iii) Termination/ Closure of service : 7 days
 - (iv) Refund of deposits after Closure : 60 days
- b. For Cellular services
- (i) Resolution of billing complaints : 6 weeks & adjustment of wavier to be given within 7 days
 - (ii) Termination / Closure of service : 7 days
 - (iii) Refund of deposits after closures : 60 days
- c. For Broadband services
- (i) Provisioning of service : 15 days
 - (ii) Fault repair : 99% in 3 days
 - (iii) Resolution of Billing complaints : 4 weeks
 - (iv) Refund of deposits after Closure : 60 days
- (c) BSNL and MTNL attempts to promptly rectify the faults and achieve the qualities of service parameters as prescribed by Telecom Regulatory Authority of India (TRAI). As per BSNL, all technically feasible connections are provided and shifted within the prescribed time limit. The number of cases not meeting the 1996 guidelines pertaining to MTNL are given in **Annexure-I**.
- (d)
- i. TRAI has been monitoring the performance of the service providers against the benchmarks for Quality of Service parameters including the above time limit, through Quarterly Performance Monitoring Reports and financial disincentives are imposed for non-compliance. TRAI has also been monitoring the redressal of complaints by service providers including BSNL & MTNL and has been pursuing with them to improve Quality of Service.
 - ii. BSNL and MTNL have taken the following steps to meet Quality of Service:-
 - Day to day monitoring is being done to meet the set guidelines.
 - Network upgradation is being done.
 - Optical fiber connectivity is also being used.
 - More and more pole-less activity is being carried out, 5 pair cable is being used in place of drop wires to reduce the fault rate.
 - Plans to introduce State of art NGN network in a progressive manner in BSNL.
 - Regular patrolling of important cable routes to prevent cable thefts/cable damages.
 - Coordination with local bodies to minimize cable damages due to road work.

- Reduction in life of telephone instruments and liberal replacement of the same on receiving any complaint.
- CDR project has been implemented in all 334 SSAs of BSNL spread across the country. Implementation of this project helps to reduce the problems faced by the customer. The request made by subscriber for the value added services on wire-line is implemented immediately. Installation, reconnection/disconnection, provision of STD/ISD, choice of tariff plan etc. can be implemented very easily.
- ERP project has been taken in a big way across BSNL. This will improve overall working of BSNL.
- Since the faults in line majorly occurred due to damage of cable due to landslides, road works etc in Hilly states, field units have been asked for close coordination with Local Bodies, PWD, Water Authority and NHAI authorities in such states.
- Instructions have been given to all the field units to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.

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MTNL, Delhi

Year	Local Shift (SS)		Inter Exchange Shift (S)		Inter state Shift		Out order Telephone (Faults)		New Telephones	
	No of cases received	No. of cases not redressed with in 7 days	No of cases received	No. of cases not redressed with in 15 days	No of cases received	No. of cases not redressed with in Month	No of complaints received	No. of cases not redressed with in 48 Hours	No. of OB issued	No. of OBs completed beyond 15 days
2012-13	24593	2840	7045	487	-	-	2642473	340033	84507	4761
2013-14	21158	5913	5399	908	-	-	2933852	334745	69258	5701
2014-15	19261	3789	4925	464	-	-	2486923	215520	60856	290
2015-16 (upto Dec.15)	17449	2739	4193	229	-	-	2448063	227183	45079	740

MTNL, Mumbai

Year	Local Shift (SS)		Inter Exchange Shift (S)		Inter state Shift		Out order Telephone (Faults)		New Telephones	
	No of cases received	No. of cases not redressed with in 7 days	No of cases received	No. of cases not redressed with in 15 days	No of cases received	No. of cases not redressed with in Month	No of complaints received	No. of cases not redressed with in 48 Hours	No. of OB issued	No. of OBs completed beyond 15 days
2012-13	30104	8976	12755	2377	-	-	2089047	147183	85489	5318
2013-14	37309	13195	15892	3505	-	-	2010769	196158	75601	4248
2014-15	29904	6348	8685	1657	-	-	1972201	134883	66666	1377
2015-16 (upto Dec.15)	18628	2187	5370	788	-	-	1436579	76857	39801	1473