

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

UNSTARRED QUESTION NO:2283  
ANSWERED ON:06.08.2003  
COMPLAINTS AGAINST BSNL IN MADHYA PRADESH  
LAXMAN GILUWA

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

(a) the total number of complaints received by the Government against the functioning of BSNL in Madhya Pradesh since 2002 till date; and

(b) the action being taken by the Government thereon?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI A PRADHAN)

(a) Sir, a total of 1010 complaints have been received by the Government against functioning of B.S.N.L. in Madhya Pradesh since 2002 till date.

(b) The complaints are redressed timely. Special attention is given on the following:

(i) Opening more and more Customer service Centres.

(ii) Providing internal D.P.s

(iii) Replacing old instruments by new instruments.

(iv) Improving the switching technology.

(v) Monitoring the complaints in PG Cell on daily basis and strengthening the Public Grievances redressal machinery.

(vi) Increased Customer Care.