

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

UNSTARRED QUESTION NO:215
ANSWERED ON:03.12.2003
DELAY IN ATTENDING COMPLAINTS OF CUSTOMERS
SRIKANTA DATTA NARASIMHARAJA WADIYAR

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

- (a) whether the Mahanagar Telephone Nigam Limited (MTNL) takes long time in attending to the complaints of the customers;
- (b) if so, the steps taken to strengthen the complaints cells of MTNL;
- (c) whether any review is being made by MTNL to improve the working of the complaints cells; and
- (d) if so, the details thereof?

Answer

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

- (a) The telephone faults are attended promptly in MTNL. Only few faults get delayed where there is fault in underground cables.
- (b)to(d):
 - i) All FRS (Fault Repair Service) Centres have been fully computerized.
 - ii) PG (Public Grievances) Cells have been created in all the areas as well as Head Quarters.
 - iii) Complaints as well as complaints cells are being monitored at the highest level.
 - iv) Line staff has been provided with pagers to ensure quick transmission of faults from booking position to field staff.
 - v) All fault prone paper core underground cables are being replaced with Jelly Filled Cables/ OFC (Optical Fibre Cable)
 - vi) All E-10B type exchanges based on old technology are being scrapped and replaced with state-of- the art new technology digital switches.