

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

UNSTARRED QUESTION NO:6791
ANSWERED ON:11.05.2005
TELEPHONE ADALATS IN ORISSA
Singh Deo Smt. Sangeeta Kumari

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

- (a) the dates on which telephone adalats were organized in each district of Orissa during the last two years;
(b) the District-wise number of cases filed in these adalats during the said period;
(c) the district-wise number of cases out of them settled; and
(d) the details of the relief provided to telephone subscribers and the rules to organize telephone adalats?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d): The details are given in Annexure-I & II.

ANNEXURE-I

DETAILS OF TELEPHONE ADALATS HELD IN ORISSA DURING THE YEARS
2003-04 & 2004-05

Name of the SSA/Circle office	Dates of holding of Adalats	Number of cases received	Number of cases disposed	Details of relief given in Rs	
1.4.2003 to 31.3.2004					
Baripada	9.5.03	0	0	0	
	30.7.03	6	6	19,146	
	5.11.03	15	15	10,956	
	30.12.03	7	7	7,605	
	5.2.04	0	0	0	
Berhampur	9.3.04	0	0	0	
	5.12.03	17	17	1,32,000	
	27.3.04	7	7	8,368	
Bhawanipatna	28.10.03	19	19	0	
Bhubaneswar	10.2.04	20	18	40,431	
Bolangir	25.2.04	10	7	2,674	
Cuttack	14.11.03	28	27	11,692	
	Dhenkanal	23.6.03	23	23	500
	10.12.03	13	13	4,000	
Keonjhar	10.11.03	17	15	0	
Koraput	21.8.03	11	7	5,327	
	14.11.03	18	11	28,940	
Rourkela	16.6.03	0	0	0	
	28.8.03	12	12	19,645	
Sambalpur	4.9.03	10	10	4,834	
	20.2.04	14	14	18,080	
1.4.2004 To 31.3.2005					
Balasore	28.7.04	56	56	1,594	
	27.09.04	93	93	0	
	7.12.04	39	39	0	
	29.12.04	18	18	0	
	25.1.05	7	7	0	
Baripada	11.3.05	7	7	2,400	
	19.5.04	6	6	0	
	14.7.04	14	14	14,142	
	14.9.04	13	13	10,599	

	24.11.04	14	14	3,000
	11.1.05	7	7	1,502
	18.2.05	12	12	20,949
Berhampur	27.7.04	9	9	15,051
	29.7.04	8	7	1,508
	5.10.04	7	7	14,490
	22.12.04	9	9	15,631
	17.1.04	6	6	6,083
Bhawanipatna	2.3.05	12	12	18,078
	21.6.04	1	1	0
	15.9.04	8	8	0
	25.11.04	4	4	0
	5.1.05	10	10	0
	31.1.05	16	16	0
	4.3.05	5	5	0
	24.3.05	6	6	0
Bhubaneswar	8.9.04	13	13	46,530
	29.12.04	8	8	2,471
	11.1.05	9	9	4,193
	2.3.05	7	7	7,961
	15.3.05	7	7	2,956
	28.3.05	0	0	0
Bolangir	19.8.04	5	5	0
	27.9.04	0	0	0
	29.11.04	0	0	0
	31.12.04	29	29	0
	8.2.05	0	0	0
	8.3.05	0	0	0
Cuttack	16.6.04	17	17	0
	28.9.04	30	28	14,280
	28.10.04	34	34	50,924
	22.12.04	45	39	11,469
	2.2.05	10	9	9,282
	28.3.05	26	26	47,190
Dhenkanal	31.5.04	25	25	0
	20.7.04	12	12	2,500
	14.10.04	19	19	8,262
	30.11.04	7	7	7,120
	31.1.05	7	7	3,500
	14.3.05	8	8	4,400
Keonjhar	26.6.04	36	36	25,576
	25.9.04	46	43	16,079
	25.11.04	21	21	3,671
	22.12.04	7	1	0
	5.2.05	28	28	19,097
	5.3.05	20	20	4,710
Koraput	27.7.04	12	8	2,962
	15.9.04	16	16	10,424
	29.10.04	11	7	1,304
	11.1.05	16	8	2,774
	17.2.05	4	4	4,741
	8.3.05	1	1	0
Phulbani	16.6.04	1	1	0
	15.9.04	10	7	81,621
	5.11.04	0	0	0
	29.12.04	3	3	23,075
10.2.05	0	0	0	0
Rourkela	25.3.05	0	0	0
	22.7.04	3	3	0
	31.8.04	6	6	465
	15.10.04	4	4	5,984
	16.12.04	9	9	10,214
	25.1.05	3	3	3,650
	29.3.05	5	5	46,366
Sambalpur	27.7.04	5	5	13,281
	14.9.04	11	10	0
	3.11.04	5	5	15,468
	13.12.04	0	0	0
	15.1.05	3	3	14,545
	8.3.05	3	3	0

Annexure-II

No. 12-1/2001-(PG) Bharat Sanchar Nigam Limited (A Government of India Enterprise) 10th floor, Chandralok Building Janpath, New Delhi-110001 Dated: 22.06.2001

To
All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References:

18-1/87-PG&I dated 11-6-87
18-1/87-PG&I dated 8-2-88
18-1/87-PG&I dated 17-9-89
18-1/87-PG&I dated 22-5-92
18-1/87-PG&I dated Oct, 96
2-2/2000 PEG (PG) dated 16-12-2001
2-2/2000-PG dated 9-2-2001
12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer's problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the departments.

Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints, non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented before the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction of the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:

Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

(a)	CGM of Telecom Circle/Districts	-----	Chairman
(b)	Financial Advisor of Circle/District	-----	Member
(c)	Engineering Officer next to CGM in Circle Office	-----	Member
(d)	SR.DDG/DDGs nominated	-----	One

(ii) List of nominee from BSNL headquarter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. In case of SSAs where more than one CGM is holding independent charge, then all such independent GMs will hold independent Adalats for their area once in two months.

Publicity:

The information of holding Adalats by CGM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by CGM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL

headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDG/DDG to Sr. DDG (PG) who shall maintain a record in his unit.

Sd/- Sr. DDG (PG) 22.6.2001
