

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

UNSTARRED QUESTION NO:882  
ANSWERED ON:09.03.2005  
TELEPHONE ADALATS IN UP  
Azmi Shri Ilyas;Prasad Shri Hari Kewal

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

- (a) the dates on which telephone adalats were held in each of the districts of UP during the last two years;
- (b) the district-wise number of cases filed with these adalats during the aforesaid period;
- (c) the district-wise number of cases disposed out of them;
- (d) the details regarding relaxations provided to the telephone subscribers and the rules laid down to hold telephone adalats;
- (e) whether these rules are being violated; and
- (f) if so, the reaction of the government thereto?

**Answer**

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

- (a) to (c): The details are given in Annexure-I and II.
- (d) The details are given in Annexure-I, II and III.
- (e) Periodicity of holding telephone adalat is being generally observed.
- (f) Does not arise in view of (e) above.

S1	DATE OF	CASES	CASES	REBATE
No	TELEPHONE	RECEI	SETTL	GIVEN
	ADALAT	VED	ED	

1	ALLAHBAD			
15.02.2003	12	12	250=00	
12.04.2003	17	17	1991=00	
05.07.2003	19	19	1483=00	
27.09.2003	17	17	1197=00	
06.12.2003	15	15	9572=00	
27.12.2003	24	24	2610=00	
28.02.2004	14	14	56141=00	
01.05.2004	8	8	8395=00	
26.06.2004	45	45	466799=00	
04.09.2004	29	29	8395=00	
18.12.2004	5	5	589=00	
Dec` 2004	112	112	47911=00	

2	AZAMGARH			
12.01.2003	10	10	-	
4.12.2003	30	30	61300	
30.12.2003	36	36	59922	
27.1.2004	28	28	54894	
26.5.2004	34	34	53675	
29.6.2004	40	40	39100	
19.10.2004	70	70	48033	

3 BAHRAICH

30.01.2003	12	12	
27.02.2003	16	16	
26.03.2003	7	7	
29.04.2003	13	13	
26.06.2003	6	6	
28.08.2003	11	11	
06.11.2003	13	13	
19.12.2003	7	7	450=00
26.02.2004	6	6	3300=00
29.04.2004	8	8	
04.08.2004	12	12	5510=00
04.12.2004	17	17	

4 BALLIA

10.09.2003	65	65	125120
14.07.2004	150	150	655450
18.10.2004	140	140	195940

5 BANDA

7.2.2003	18	18	-
21.3.2003	18	18	-
28.5.2003	15	15	-
29.8.2003	33	33	-
9.9.2004	7	7	11174
15.12.2004	14	14	21560

6 BAABANKI

17.01.2003	3	14	4371 L. CALLS
20.02.2003	16	16	2218L.Calls
27/3			
17.04.2003	4	4	NIL
20.05.2003	29	29	2232L. CALLS
19.06.2003	14	14	900L. CALLS
17.07.2003	19	19	12300L CALLS
21.08.2003	27	27	21187L CALLS
18.09.2003	54	54	10720L CALLS
16.10.2003	25	25	-
20.11.2003	28	28	10371
18.12.2003	32	32	3071L. CALLS
15.01.2004	25	25	5100 L. CALLS
19.02.2004	27	27	-
18.03.2004	19	19	2003L. CALLS
15.04.2004	11	11	-
20.05.2004	11	11	1150L. CALLS
24.06.2004	18	18	13325L. CALLS
15.07.2004	9	9	-
19.08.2004	25	25	8064L. CALLS
16.09.2004	11	11	15353L. CALLS
21.10.2004	14	14	5000L. CALLS
25.11.2004	11	11	-
16.12.2004	11	11	-

7 BASTI

7.02.2003	59	59	91512
11.02.2003	71	71	146302

17.06.2003	176	176	161006
6.09.2003	53	53	152463
15.12.2003	93	93	202777
21.07.2004	65	65	132816
25.11.2004	74	74	259239

8 DEORIA

30.1.2003	55	55	19375 CALLS
29.3.2003	41	41	70272 CALLS
27.6.2003	37	37	74008 CALLS
22.8.2003	36	36	83382 CALLS
29.11.2003	13	13	3755 CALLS
21.1.2004	12	12	53345 CALLS
25.3.2004	17	17	40476 CALLS

9.6.2004	12	12	69912 CALLS
16.9.2004	39	23	17600 CALLS
24.11.2004	39	18	24211 CALLS

9 ETAWAH

13.02.2003	8	8	15651
25.03.2003	9	9	4500
21.05.2003	7	7	5120
13.07.2003	9	9	13090
18.09.2003	15	15	1480

5.12.2003	6	6	1844
13.02.2004	12	12	1152
28.07.2004	10	10	4023
02.09.2004	13	13	2628
29.09.2004	10	10	2500
30.11.2001	3	3	642

10 FAIZABAD

10.01.2003	76	76	2,28,352=00
13.03.2003	147	147	2,56,846=00
29.05.2003	136	136	2,22,553=00
29.12.2003	143	143	1,08,199=00
28.04.2004	161	161	3,32,840=00
24.06.2004	30	30	46,290=00
24.09.2004	210	210	1,95,054=00

11 FARRUKHABAD

10.07.2003	41	41	
05.02.2004	14	14	11,292 calls
			58,656 calls

12 FATEHPUR

18.02.2003	12	12	
27.06.2003	2	2	
30.07.2003	3	3	
04.12.2003	7	7	
28.01.2004	14	14	
03.03.2004	20	20	
31.08.2004	24	24	1400=00

13 GHAZIPUR

12.03.2003	26	26	458810
11.11.2003	10	10	
08.12.2003	14	14	
11.12.2003	11	11	
03.12.2003	9	9	
05.12.2003	10	10	

29.10.2004	23	23	24853
14.5.2004	14	14	6430

14 GONDA

28.05.2003	40	40	32684=00
30.07.2003	27	27	32503=00
30.09.2003	41	41	31718=00
19.12.2003	15	15	17308=00
22.12.2003	136	136	110578=00
07.01.2004	46	46	35339=00
27.03.2004	101	101	103978=00
25.05.2004	33	33	38769=00
31.08.2004	50	50	49163=00
27.12.2004	26	26	34476=00

15 GORAKHPUR

6.3.2003	28	28	323605
26.03.2003	5	5	NIL
23.4.2003	15	15	18558

78.2003	20	20	20405
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9.8.2003	11	11	4335
14.8.2003	8	8	12545

4.3.2004	8	8	9355
11.3.2004	14	14	22525
19.10.2004	13	13	18290

712.2004	19	19	141457
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8.12.2004	27	27	10753
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16 HAMIRPUR

13.03.2003	130	130	
24.03.2003	78	78	
10.07.2003	55	55	
21.10.2003	30	30	
18.12.2003	23	23	
22.10.2003	27	27	
30.12.2003	39	39	
17.02.2004	113	104	
28.05.2004	76	71	
14.07.2004	41	38	
07.10.2004	25	23	

17 HARDOI

13.05.2003	7	7	1760
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5.08.2003	5	5	480
21.10.2003	16	16	6449
30.12.2003	13	13	3773
16.03.2004	3	3	8971
31.05.2004	4	4	510

5.08.2004	5	5	1641
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5.10.2004	9	9	635
21.12.2004	5	5	1660

18 JAUNPUR

28.1.2003	6	6	3000
24.3.2003	6	6	-
29.5.2003	5	5	-
24.7.2003	9	9	6000
27.11.2003	5	5	-
29.1.2004	7	7	-
31.3.2004	6	6	1850
28.5.2004	6	6	3193
29.7.2004	20	20	12698
28.9.2004	7	7	1000
29.11.2004	18	18	-

19 JHANSI

16.01.2003	6	6	
23.03.2003	4	4	
28.10.2003	12	12	
23.04.2004	5	5	1078
02.08.2004	4	4	15,000=00
25.02.2004	4	4	1546=00

20 KANPUR

27.01.2003	65	65	6089=00
17.03.2003	74	74	3940=00
27.08.2003	58	58	3017=00
13.02.2004	69	69	18451=00
01.10.2004	78	78	18106=00

21 LAKHIMPUR

21.01.2003	4	4	NIL
3			
12.03.2003	5	5	NIL
3			

78.2003	8	8	NIL
6.9.2003	6	6	NIL
13.09.2003	2	2	NIL
3			
20.09.2003	3	3	
3			
15.7.2004	1	1	NIL

8.11.2004	0	0	NIL
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22 LUCKNOW

12.03.2003	12	12	-
28.05.2003	48	48	-
31.07.2003	13	13	-
10.10.2003	41	41	-
16.01.2004	19	19	-
20.02.2004	14	14	-
19.03.2004	38	38	-
21.05.2004	15	15	-
24.07.2004	15	15	-
25.09.2004	40	40	-
25.11.2004	11	11	-

## 23 MAINPURI

22.8.2003	10	10	NIL
26.8.2003	5	5	NIL
27.8.2003	3	3	NIL
28.8.2003	4	4	NIL
29.8.2003	12	12	NIL
21.6.2004	2	2	NIL
22.6.2004	-	-	NIL
23.6.2004	3	3	NIL
24.6.2004	-	-	NIL
25.6.2004	2	2	NIL

## 24 MALI

20.02.2003	26	26	32607
17.07.2003	8	8	12021
30.12.2003	12	12	8831
12.02.2004	17	17	45052
5.03.2004	9	9	34266
24.03.2004	22	22	40258
18.06.2004	10	10	56891
26.08.2004	22	22	26211
29.10.2004	16	16	7748
29.12.2004	11	11	56283

## 25 MIRZAPUR

13.07.2003	5	5	-
25.09.2003	3	3	-
711.2003	2	2	-
25.11.2003	1	1	-
10.12.2003	2	2	-
17.03.2004	4	4	600
9.06.2004	6	6	9000
25.08.2004	7	7	11000
25.10.2004	13	13	7000
28.12.2004	14	14	17000

## 26 ORAI

8.1.2003	4	4	NIL
13.3.2003	4	4	NIL
20.5.2003	3	3	NIL
77.2003	5	5	NIL
23.10.2003	4	4	NIL
23.12.2003	3	3	NIL
27.1.2004	3	3	NIL
9.3.2004	3	3	NIL
29.6.2004	2	2	NIL
10.8.2004	2	2	NIL
17.9.2004	3	3	NIL
24.11.2004	1	1	NIL

## 27 PRATAPGARH

15.01.2003	9	9	21023
18.02.2003	5	5	1302
30.06.2003	6	6	42622
30.12.2003	24	24	19573
13.01.2004	35	35	18372

8.07.2004	9	9	9256
17.11.2004	7	7	17790

28 RAEBARELI

16.01.2003	2	2	-
25.02.2003	2	2	-
6.05.2003	2	2	-
27.06.2003	2	2	-
11.09.2003	2	2	-
11.11.2003	2	2	-
29.01.2004	2	2	-
26.03.2004	3	3	-
28.05.2004	1	1	-
26.08.2004	1	1	-

5.10.2004	2	2	-
24.11.2004	2	2	-

29 SHAHJAHANPUR

21.02.2003	18	18	0
22.03.2003	15	15	0
30.05.2003	25	25	0
29.09.2003	21	21	0
13.12.2003	19	19	0
07.02.2004	21	21	0
17.03.2004	18	18	0
06.07.2004	20	20	12090=00
10.12.2004	24	24	0

30 SITAPUR

25.02.2003	22	22	
28.05.2003	23	23	
29.11.2003	28	28	
27.12.2003	31	31	
29.01.2004	17	17	
25.02.2004	25	25	
25.05.2004	30	30	
22.07.2004	28	28	
26.08.2004	16	16	
24.09.2004	21	21	
14.12.2004	27	27	

31 SULTANPUR

16.1.2003	7	7	1560
17.3.2003	10	10	2050
22.5.2003	32	32	1608
14.7.2003	6	6	3007
24.9.2003	21	21	4200
12.11.2003	3	3	
14.1.2004	23	23	660

17.3.2004	19	19	5843
19.5.2004	11	11	14229
15.7.2004	3	3	610
17.9.2004	14	14	751
17.11.2004	16	16	11148

32 UNNAO

16.02.2003	6	6
09.03.2003	10	10
29.03.2003	12	12
13.05.2003	8	8
19.08.2003	12	12
25.11.2003	17	17
04.06.2004	3	3
22.09.2004	12	12
26.10.2004	5	5
21.12.2004	17	17
04.02.2004	3	3

23.03.2004 Proposed

33 VARANASI

13.05.2003	25	25	Total Rs. 911591
19.5.2003	32	32	
19.6.2003	17	17	
20.06.2003	40	40	
21.10.2003	41	41	
28.10.2003	14	14	
11.11.2003	33	33	
11.12.2003	37	37	

16.01.2004	33	33	Total RS. 1815984.7
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20.01.2004	92	92
24.01.2004	108	108
20.02.2004	19	19
26.02.2004	108	108
28.05.2004	168	168

5.06.2004	128	128
13.07.2004	84	84
20.08.2004	38	38
28.08.2004	125	125
18.09.2004	39	39
25.09.2004	190	190
25.10.2004	130	130
29.10.2004	54	54

Annexure II

Status of Telephone Adalat from 1st January 2003 to December 2004 in Uttar Prades (West) Circle

Name of the SSA	Year	Date of Teleph- hone rece- Adalat ived	Cases Set- Telep- Rs.	Cases	Rebate given in tled
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Agra	01/01/03 to	21/01/03	21	21	Rs.11,568/-
31/12/03	15/02/03	21	21	Rs.3,044/-	
4/3/2003	63	63	Nil		
29/04/03	40	40	Rs.2,01,068/-		
29/05/03	39	39	Rs.71,657/-		
18/06/03	2	2	Rs.4,748/-		
8/7/2003	20	20	Rs.16,029/-		
8/8/2003	48	48	Rs.1,04,920/-		
10/9/2003	62	62	Rs.52,280/-		
17/09/03	23	23	Rs.6,120/-		
19/11/03	43	43	Rs.91,170/-		
28/11/03	568	568	Rs.1,50,206/-		
29/12/03	8	8	Rs.1,33,753/-		
01/01/04 to	28/01/04	25	25	Rs.22,328/-	
31/12/04	20/02/04	40	40	Rs.30,104/-	
26/03/04	38	38	Rs.23,729/-		
23/04/04	23	23	Rs.21,399/-		
24/05/04	200	200	Rs.60,318/-		
9/7/2004	24	24	Rs.21,232/-		
23/08/04	50	50	Rs.45,612/-		
20/09/04	41	41	Rs.83,897/-		
26/10/04	46	46	Rs.38,858/-		
22/12/04	23	23	Rs.43154/-		

Total (23) 1468 1468 RS. 12,37,194/-

Aligarh	01/01/03 to	26/06/03	32	32	Rs.1,098/-
31/12/03	26/09/03	32	32	Rs.1,680/-	
01/01/04 to	16/01/04	21	21	Nil	
31/12/04	26/03/04	9	9	Nil	
14/07/04	19	19	Rs.4,480/-		
27/08/04	13	13	Rs.324/-		
24/09/04	19	19	Rs.390/-		
4/11/2004	17	17	Rs.4,356/-		

Total (8) 162 162 Rs.12,328/-

Bareilly	01/01/03 to	20/05/03	14	14	Rs.59,180/-
31/12/03	17/10/03	26	26	Rs.1,18,355/-	
01/01/04 to	4/3/2004	23	23	Rs.24,064/-	
31/12/04	15/06/04	24	24	Rs.34,512/-	
21/12/04	32	32	Rs.8,184/-		

Total (5) 119 119 Rs. 2,44,295/-

Bijnor	01/0/003 to	26/02/03	3	3	Nil
31/12/03	9/4/2003	5	5	Nil	
18/04/03	15	15	Rs.2,488/-		
22/08/03	13	13	Nil		
12/11/2003	11	11	Nil		

01/01/04 to	11/2/2004	8	8	Nil
31/12/04	28/04/04	0	0	Nil
23/06/04	1	1	Nil	
25/08/04	7	6	Nil	

Total (9) 63 62 Rs.2,488/-

Bulandshahar	01/01/03 to	12/11/2003	25	17	Rs.1,560/-
31/12/03	19/11/03	9	8	Rs.270/-	
24/11/03	18	13	Rs.7,748/-		
01/01/04 to	15/09/04	11	9	Nil	
31/12/04	29/09/04	Nil	Nil	Nil	

Total (5) 63 47 Rs. 9,578/-

Ghaziabad 01/01/03 to 25/02/03 34 34 Rs.3,700/-  
31/12/03 4/9/2003 10 10 Nil  
11/12/2003 16 16 Rs.4,500/-

01/01/04 to 15/01/04 11 11 Rs.9,370/-  
31/12/04 11/2/2004 10 10 Rs.10,441/-  
18/03/04 7 7 Rs.10,522/-  
20/05/04 8 8 Rs.28,254/-  
20/07/04 3 3 Rs.1,814/-  
16/09/04 30 30 Rs.34,563/-  
18/11/04 16 16 Rs.64,000/-

Total (10) 145 145 Rs. 1,67,164/-

Mathura 01/01/03 to 13/05/03 5 5 Rs.200/-  
31/12/03 3/9/2003 4 4 Rs.789/-  
10/12/2003 1 Nil  
01/01/04 to 29/04/04 4 3 Rs.1,800/-  
31/12/04 4/10/2004 4 4

Total (5) 18 16 Rs.2,789/-

Meerut 01/01/03 to 24/02/03 19 19 Rs.12,552/-  
31/12/03 2/5/2003 6 6  
6/10/2003 29 29  
30/12/03 18 18  
01/01/04 to 28/04/04 9 9 Rs.11,151/-  
31/12/04 18/08/04 20 20  
29/12/04 6 6

Total (7) 107 107 Rs. 23,703/-

Moradabad 01/01/03 to 18/02/03& 33 21 Rs.3,73,164/-  
31/12/03 19/02/03  
30/12/03 42 31 Rs.27,371/-  
01/01/04 to Nil Nil Nil Nil  
31/12/04  
Total (2) 75 52 Rs.4,00,535/-

Muzaffarnagar 01/01/03 to 27/01/03 18 18 Rs.3,120/-  
31/12/03 24/03/03 15 15 Rs.605/-  
27/05/03 4 4 Rs.200/-  
30/07/03 7 7 Rs.5,085/-  
25/09/03 15 15 Rs.1,19,772/-  
28/11/03 9 9 Rs.24,144/-  
01/01/04 to 28/01/04 14 14 Rs.5,708/-  
31/12/04 16/04/04 14 14 Rs.3,000/-  
25/06/04 13 13 Rs.9,480/-  
9/9/2004 12 12 Rs.26,392/-  
23/11/04 5 5 Rs.2,164/-

Total (11) 126 126 Rs.1,99,670/-

Noida 01/01/03 to 21/01/03 7 7 Rs.12,442/-  
31/12/03 26/03/03 6 6 Rs.680/-  
10/6/2003 6 6 Rs.1,828/-

9/8/2003	10	10			Rs.6,200/-
24/12/03	10	10			Rs.15,529/-
01/01/04 to	20/02/04		8	8	Rs.23,658/-
31/12/04	23/04/04		9	9	Rs.6,400/-
26/04/04	26	26			Rs.9,608/-
27/08/04	6	6			Rs.21,135/-
29/10/04	12	12			Rs.54,807/-
29/12/04	15	15			Rs.43,755/-

Total (11) 115 115 Rs.1,96,042/-

Saharanpur	01/01/03 to	20/03/03	11	11	Rs.2,240/-
31/12/03	30/06/03	Nil Nil			
01/01/04 to	6/1/2004	13 13			Rs.1,000/-
31/12/04	31/03/04	3 3			Rs.40,800/-
10/8/2004	1 1				

Total (5) 28 28 Rs.44,040/-

Badaun	01/01/03 to	27/01/03	21	21	Nil
31/12/03	28/03/03	24 24			Nil
30/04/03	8 8	Nil			
1/7/2003	29 29	Nil			
29/08/03	18 18	Nil			
28/11/03	25 25	Nil			
01/01/04 to	26/02/04	11 11			Nil
31/12/04	26/05/04	9 9			Nil
30/06/04	7 7	Nil			
31/08/04	8 8	Nil			
29/09/04	16 16	Nil			
22/12/04	10 10	Nil			

Total (12) 186 186

Etah	01/01/03 to	27/06/03	20	20	Nil
31/12/03	7/10/2003	17 17			Rs.850/-
01/01/04 to	16/03/04	14 12			Nil
31/12/04	10/8/2004	7 7			Rs.16,640/-
23/12/04	29 27	Rs.750/-			

Total (5) 87 83 Rs.18,240/-

Pilibhit	01/01/03 to	5/9/2003	20	20	Rs.75,177/-
31/12/03	18/12/03	18 18			
01/01/04 to	5/2/2004	15 15			Rs.62,128/-
31/12/04	7/5/2004	10 10			

Total (4) 63 63 Rs.1,37,305/-

Rampur	01/01/03 to	25/02/03	17	17	Rs.36,322/-
31/12/03	12/3/2003	8 8			Rs.1,200/-
17/06/03	4 4	Nil			
24/07/03	12 12	Rs.37,148/-			
4/11/2003	17 17	Rs.9,372/-			
01/01/04 to	29/01/04	5 5			Rs.6,693/-
31/12/04	25/03/04	3 3			Rs.37,992/-
24/06/04	11 11	Rs.33,409/-			
24/08/04	3 3	Nil			
24/11/04	4 4	Rs.17,997/-			

Total (10) 84 84 Rs.1,80,133/-

Grand 2909 2817 Rs.28,75,504/-  
Total (132)

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