

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

UNSTARRED QUESTION NO:826
ANSWERED ON:24.02.2006
TELEPHONE ADALATS
Murmu Shri Hemlal

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

- (a) the number of districts in each State, particularly in Jharkhand where the Telephone Adalats have been organised during the last three years and as on January 31, 2006;
- (b) the number of complaints received from consumers in each State and disposed of during the period; and
- (c) the concrete steps taken by the Government for expeditious disposal of these complaints?

Answer

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

(a) & (b) The number of districts in each state where the Telephone Adalats have been organized during the last three years upto January 2006 and the number of complaints received and disposed off are given in the Annexure.

(c) The following steps have been taken by Bharat Sanchar Nigam Limited (BSNL) for expeditious disposal of these complaints:

- (i) Telephone Adalats have been constituted at Secondary switching Areas (SSA) levels in all Circles as well as in Circle Offices.
- (ii) Provision has also been made for representation of BSNL, Corporate Office by Senior Officers on Circle level Adalats and representation of Circle Office by Senior Officers on SSA level Adalats.
- (iii) It is being ensured that Adalats are held in the prescribed periodicity at all levels i.e. bimonthly at SSA levels and quarterly at Circle Office levels.
- (iv) The dates of holding of Adalats are being given advance wide publicity for information of subscribers.
- (v) Holding of Adalats are being monitored at the Corporate Office level of BSNL.

ANNEXURE

Number of Districts/Secondary Switching Areas (SSAs) where the Telephone Adalats have been organized alongwith the complaint received and disposed off during 2003-2004, 2004-2005, 2005- 2006 (upto 31th Jan., 2006).

Sl. No.	Name of the States/circles	Year	No. of SSA where telephone adalats were held	No. of Districts/Received	Number of complaints disposed off	Number of complaints
1	A&N	2003-2004	01	14	13	
		2004-2005	01	27	27	
		2005-2006	01	40	38	
2	AP	2003-2004	22	78	78	
		2004-2005	22	118	115	
		2005-2006	22	108	108	
3	Assam	2003-2004	05	221	208	
		2004-2005	04	123	123	

	2005-2006	06		110	110
4	Bihar	2003-2004	18	3328	3262
		2004-2005	17	1846	1753
		2005-2006	19	2503	2266
5	Chhattisgarh	2003-2004	06	260	250
		2004-2005	06	430	430
		2005-2006	06	130	127
6	MTNL Delhi	2003-2004	01	210	210
		2004-2005	01	166	157
		2005-2006	01	257	220
7	Gujarat	2003-2004	17	577	577
	2004-2005	17	357	348	
		2005-2006	17	439	417
8	Haryana	2003-2004	09	354	343
	2004-2005	09	422	421	
		2005-2006	09	354	337
9	HP	2003-2004	06	87	87
	2004-2005	06	166	166	
		2005-2006	06	70	70
10	J&K	2003-2004	03	99	90
	2004-2005	04	112	96	
		2005-2006	05	202	113
11	Jharkhand	2003-2004	06	419	393
		2004-2005	04	326	324
		2005-2006	06	495	464
12	Karnataka	2003-2004	18	206	206
	2004-2005	19	186	186	
		2005-2006	19	144	144
13	Kerala	2003-2004	11	1224	1143
	2004-2005	11	1338	1179	
		2005-2006	11	1225	1194
14	MP	2003-2004	32	407	407
	2004-2005	34	749	749	
		2005-2006	34	678	678
15	Maharashtra	2003-2004	30	1152	1149
		2004-2005	30	972	956
		2005-2006	30	561	551
16	NE-I	2003-2004	03	78	74
	2004-2005	03	97	89	
		2005-2006	02	36	36
17	NE-II	2003-2004		Nil	Nil
	2004-2005	02	110	82	
		2005-2006	03	120	120

18	Orissa	2003-2004	11	247	228
	2004-2005	13	994	955	
	2005-2006	13	506	490	
19	Punjab	2003-2004	11	263	257
	2004-2005	11	157	155	
	2005-2006	11	130	129	
20	Rajasthan	2003-2004	24	770	770
	2004-2005	24	770	770	
	2005-2006	22	472	472	
21	TN	2003-2004	18	1029	1027
	2004-2005	18	995	979	
	2005-2006	18	640	640	
22	UP(East)	2003-2004	33	4143	4134
	2004-2005	33	5083	5036	
	2005-2006	33	3602	3602	
23	UP(West)	2003-2004	16	1704	1674
	2004-2005	16	1438	1394	
	2005-2006	16	923	877	
24	Uttranchal	2003-2004	06	274	264
	2004-2005	06	305	299	
	2005-2006	06	208	207	
25	West Bengal	2003-2004	14	357	356
	2004-2005	14	659	659	
	2005-2006	12	267	263	
26	Kolkata	2003-2004	01	173	136
	2004-2005	01	88	83	
	2005-2006	01	175	120	
27	Chennai	2003-2004	01	405	403
	2004-2005	01	89	89	
	2005-2006	01	49	49	
28	MTNL	2003-2004	01	696	696
	Mumbai	2004-2005	01	377	377
		2005-2006	01	145	145