

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

UNSTARRED QUESTION NO:3111  
ANSWERED ON:13.12.2006  
DISPUTE REDRESSAL MACHINERY  
Shakya Shri Raghuraj Singh

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

(a)the State-wise details in regard to setting up of machinery for the redressal of complaints of consumers of telecom services as on date; and

(b)the details in regard to complaints lodged by the consumers of telecom services alongwith the disposal of cases by the dispute redressal machinery during the last three years and the current year till date?

**Answer**

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

(a)Various Service Providers have been advised to setup the Consumer Redressal Mechanism at Call Centre level, appoint an Appellate Authority within Service Provider's Organisation and publicise about their redressal mechanism on regular basis through various advertising means or through telephone bills sent to their subscribers.

A Public Grievance (PG) Cell is however working in DOT Headquarters where complaints are entertained directly through post, telephone, fax and internet. Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are having PG Cell at Circle level (typically a State) and at SSA (Secondary Switching Area) level (typically a district) in case of BSNL.

(b)The details of complaints lodged by consumers in DOT headquarter including cases of private operators during last three years and current year are as follows:

Year B/F	Case received	Total	Disposed off	C/O
2003-04	6121 6928	13049	7400	5649
2004-05	5649 4892	10541	5180	5361
2005-06	5361 4438	9799	5434	5265
April 06	5265 2776	8041	7072	969
- Oct. 06				

The details of the complaints lodged by consumers with BSNL and MTNL are given in Annexure-I and Annexure-II.