

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

UNSTARRED QUESTION NO:6  
ANSWERED ON:24.02.2016  
Telephone Complaints  
Shetty Shri Gopal Chinayya

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

- (a) whether this Ministry has issued any guidelines in 1996 thereby had fixed a certain timeframe for attending complaints such as transfer of telephone connection, rectifying faults, etc.;
- (b) if so, the details thereof along with the timeframe fixed for disposal of various complaints and requests;
- (c) the number of complaints received by BSNL/MTNL officers regarding non-disposal of the said services as per the said guidelines during the last three years and the current year; and
- (d) the action taken by the Government to ensure the strict compliance of the guidelines??

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)

(a) Yes Madam, Ministry had issued such instructions on 25.06.1996 thereby had fixed a certain time frame for attending complaints such as transfer of telephone connections, rectifying the faults etc.

- (b) Earlier the time frames for attending the complaints as per 1996 instructions were:-
- i. Local shifting of telephone within same exchange should be completed within 7 days.
  - ii. Inter-exchange shifting should be completed within 15 days.
  - iii. Inter-State shifting should be completed within one month.
  - iv. Repair of faulty telephone within 48 hours.
  - v. Telephone connection should be installed and energized within 15 days from the issue of OB.

However, later TRAI has issued Telecom Consumer Complaint Redressal Regulations, 2012. Accordingly, the complaints/service requests have to be redressed by the service providers within the time limits laid down in the Quality of Service Regulations issued by TRAI. Wherever, no time limit is prescribed in the Quality of Service Regulations the complaint/ service requests has to be redressed within 3 days. In the Quality of Service Regulations the time limits prescribed for various complaints/service requests are given below:

a. For Basic Services:

- (i) Fault repair  
Urban areas : 5 days  
Rural and Hilly areas : 7 days
- (ii) Resolution of billing complaints : 6 weeks & adjustment of wavier to be given within 7 days
- (iii) Termination/ Closure of service : 7 days
- (iv) Refund of deposits after Closure : 60 days

b. For Cellular services

- (i) Resolution of billing complaints : 6 weeks & adjustment of wavier to be given within 7 days
- (ii) Termination / Closure of service : 7 days
- (iii) Refund of deposits after closures : 60 days

c. For Broadband services

- (i) Provisioning of service : 15 days
- (ii) Fault repair : 99% in 3 days
- (iii) Resolution of Billing complaints : 4 weeks
- (iv) Refund of deposits after Closure : 60 days

(c) BSNL and MTNL attempts to promptly rectify the faults and achieve the qualities of service parameters as prescribed by Telecom

Regulatory Authority of India (TRAI). As per BSNL, all technically feasible connections are provided and shifted within the prescribed time limit. The number of cases not meeting the 1996 guidelines pertaining to MTNL are given in Annexure-I.

(d)

i. TRAI has been monitoring the performance of the service providers against the benchmarks for Quality of Service parameters including the above time limit, through Quarterly Performance Monitoring Reports and financial disincentives are imposed for non-compliance. TRAI has also been monitoring the redressal of complaints by service providers including BSNL & MTNL and has been pursuing with them to improve Quality of Service.

ii. BSNL and MTNL have taken the following steps to meet Quality of Service:-

â€¢ Day to day monitoring is being done to meet the set guidelines.

â€¢ Network upgradation is being done.

â€¢ Optical fiber connectivity is also being used.

â€¢ More and more pole-less activity is being carried out, 5 pair cable is being used in place of drop wires to reduce the fault rate.

â€¢ Plans to introduce State of art NGN network in a progressive manner in BSNL.

â€¢ Regular patrolling of important cable routes to prevent cable thefts/cable damages.

â€¢ Coordination with local bodies to minimize cable damages due to road work.

â€¢ Reduction in life of telephone instruments and liberal replacement of the same on receiving any complaint.

â€¢ CDR project has been implemented in all 334 SSAs of BSNL spread across the country. Implementation of this project helps to reduce the problems faced by the customer. The request made by subscriber for the value added services on wire-line is implemented immediately. Installation, reconnection/disconnection, provision of STD/ISD, choice of tariff plan etc. can be implemented very easily.

â€¢ ERP project has been taken in a big way across BSNL. This will improve overall working of BSNL.

â€¢ Since the faults in line majorly occurred due to damage of cable due to landslides, road works etc in Hilly states, field units have been asked for close coordination with Local Bodies, PWD, Water Authority and NHAI authorities in such states.

â€¢ Instructions have been given to all the field units to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.

Annexure I

MTNL, Delhi

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Year Local Shift (SS) Inter Exchange Shift (S) Inter state Shift Out order Telephone (Faults) New Telephones

No of cases received No. of cases not redressed with in 7 days No of cases received No. of cases not redressed with in 15 days No

of cases received No. of cases not redressed with in Month No of complaints received No. of cases not redressed with in 48 Hours

No. of OB issued No. of OBs completed beyond 15 days

2012-13 24593 2840 7045 487 - - 2642473 340033 84507 4761

2013-14 21158 5913 5399 908 - - 2933852 334745 69258 5701

2014-15 19261 3789 4925 464 - - 2486923 215520 60856 290

2015-16

(upto Dec.15) 17449 2739 4193 229 - - 2448063 227183 45079 740

MTNL, Mumbai

Year Local Shift (SS) Inter Exchange Shift (S) Inter state Shift Out order Telephone (Faults) New Telephones

No of cases received No. of cases not redressed with in 7 days No of cases received No. of cases not redressed with in 15 days No

of cases received No. of cases not redressed with in Month No of complaints received No. of cases not redressed with in 48 Hours

No. of OB issued No. of OBs completed beyond 15 days

2012-13 30104 8976 12755 2377 - - 2089047 147183 85489 5318

2013-14 37309 13195 15892 3505 - - 2010769 196158 75601 4248

2014-15 29904 6348 8685 1657 - - 1972201 134883 66666 1377

2015-16

(upto Dec.15) 18628 2187 5370 788 - - 1436579 76857 39801 1473

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