

# Telecom Consumers Charter of BSNL

## A. About Us

Bharat Sanchar Nigam Ltd was formed on 1st October, 2000. It is having Pan India presence except Delhi and Mumbai and is an integrated Telecommunications Company. It has installed large Quality Telecom Network in the country. The Company is working on improving it, expanding the network and introducing new telecom services. The company has experienced manpower with vast experience in Planning, Installation, commissioning and Maintenance of Switching & Transmission Networks, It has an in house world class ISO 9000 certified Telecom Training Institute.

## B. Services We Provide

BSNL serves its customers as a one stop solution to all telecommunication needs with possibly the largest bouquet of Telecom Services, Wire-line, CDMA Mobile, GSM Mobile, Internet, Broadband, Carrier Service, MPLS VPN, VSAT, VoIP services, IN Services etc. The company offers wide ranging & most transparent tariff schemes designed to suite every customer. The services being offered in India barring the cities of Delhi and Mumbai

### Wireline Telephone

- New Telephone Connection
- Shift and Transfer of Telephone
- Phone Plus Service

### Mobile Phone

- Post Paid
- Pre Paid

### WLL Mobile

### CLI Based Internet Services

### Broadband (DataOne)

- # Prepaid Broadband
- # VAS over Broadband
  - a. Hungama portal
  - b. Games on Demand
  - c. Topper Education

## C. The quality of Service Benchmarks

BSNL is committed to provide state of the art uninterrupted Telecom services to the customers and comply with the quality benchmarks as prescribed by TRAI or set forth by itself from time to time.

a) Quality of Service benchmarks as admissible to consumers for Basic Services (Wire line)

The following benchmarks are prescribed :

<b>Serial Number</b>	<b>Service Parameter</b>	<b>Time limit for service request or redressal of complaint</b>
i)	Provision of Telephone	All cases within seven days(subject to technical feasibility)
ii)	Fault Repair	All cases within three days for urban areas and all the cases within five days for rural/hilly areas(subject to technical feasibility)
iii)	Shift of Telephone	Within three days(Subject to Technical Feasibility)
iv)	Closures	Within seven days
v)	Percentage of Billing Complaints resolved with in four weeks	100 %

b) Quality of service benchmarks as admissible to consumers for mobile services.

The following benchmarks are prescribed:

<b>Serial</b>	<b>Service Parameter</b>	<b>Time Limit for service request or redressal of complaint/TRAI Benchmark</b>
<b>Monthly Basis</b>		
1	Resolution of billing/charging complaints	100 % within 4 weeks
2	Period of applying credit/waiver/adjustment to customer's	100 % within 1 week
3	Accessibility of call centre/customer care	$\geq 95$ %
4	%age of calls answered by the operators (Voice to Voice)	$\geq 90$ %
5	%age requests for Termination/Closure of service complied	100 % within Seven days
6	Time taken for refund of Deposit after closures	100 % within Sixty days

c) The benchmarks as admissible to consumers for broadband service is as below

Serial	Service Parameter	Time Limit for service request or redressal of complaint
<b>Monthly Basis( Month is not mentioned in Original Charter)</b>		
i)	Service Provisioning / Activation Time	All cases within fifteen days (subject to technical feasibility)
ii)	Fault Repair/Restoration	Within three days (Subject to technical feasibility)
iii)	Billing Performance <ul style="list-style-type: none"> <li>• a) Percentage of Billing Complaints resolved</li> <li>• b) Time taken for refund of deposits after closure</li> </ul>	<ul style="list-style-type: none"> <li>• a) All billing complaints to be resolved within four weeks.</li> <li>• b) All cases of refund of deposits to be made within sixty days after closure.</li> </ul>

d) & e) Capability Developed and being performed to meet the Benchmarks.

BSNL strives to provide uninterrupted telecom services to the valuable customers & has a well structured and multilayered Public Grievances Redressal Mechanism. We do have an extensive grass root level Fault Restoration System (FRS) to book the complaints and ensure prompt rectification of any fault. **Consumer has only to call Local Number 198 for booking and there will be “no delay” in restoration of fault.**

Consumers can use following toll free “**Consumer Care Numbers**” for booking their complaints at our Complaint Centres (Call Centres) set up for Basic Telephone Services, Mobile Services, Broadband and other Data Services.

- **For Basic Services including Broadband Services:**  
1500 or 1800-345-1500 (Toll Free Number)
- **For CDMA & WiMAX Services:**  
1502 or 1800-180-1502 (Toll Free Number)
  - **For GSM Mobile Services:**  
1503 or 1800-180-1503 (Toll Free Number)
- **For Broadband and Internet Services:**  
1504 or 1800-345-1504 (Toll Free Number)
  - **For Blackberry Services:**  
1505 or 1800-180-1505
- **For MPLS and other Data Services:**  
1800-425-1957 (Toll Free Number)

Aforesaid toll free “**Consumer Care Numbers**” are also used as “**General Information Numbers**” for providing general information to the consumers.

Consequent upon the replacement of 2007 Regulations ( Regulations 3 of 2007) by TRAI’s new Regulations called the Telecom Consumers Complaint Redressal Regulations, 2012, BSNL has now replaced the three tier Complaint Redressal Mechanism by two tier system by doing away with Nodal Officer. Under these Regulations, every complaint at **Complaint Centre (Call Centre)** shall be

registered by giving Unique Docket Number, which will remain in the system for at least three months.

### **Every Complaint Centre (Call Centre) shall**

- (a) At the time of registering of complaint.....
  - (1) communicate, through SMS, to the consumer the docket number, date and time of registration of the complaint and the time within which the complaint is likely to be resolved; and
  - (2) update the system with date and time of registration of the complaint, docket number, the telephone number of the consumer and the time indicated to the consumer for resolution of the complaint;
- (b) On completion of action on a complaint.....
  - (i) communicate to the consumer, through SMS, of Redressal of the complaint along with action taken on the complaint; and
  - (ii) update the system with details of action taken.
- (c) Interactive Voice Response System (IVRS), if installed on a “Consumer Care Number” is operated in the following manners:
  - (i) the first level of the IVRS provides for language selection;
  - (ii) the second level of the IVRS provides for options relating to the broad categories of complaints and service requests;
  - (iii) the third level of the IVRS provides for a sub-menu under complaints and service requests, separately;  
The sub-menu in the third level also contains option enabling the consumer to speak to a consumer care agent.

Grievances/Complaints can also be booked on ‘12727’ (for Circle Office) or ‘12728’ (for SSA Office).

This special TOLL FREE SERVICE has been introduced by BSNL for booking Public Grievances.

### **Time limit for Redressal of Complaints or addressing service requests of consumers by Complaint Centres (Call Centres):**

BSNL shall ensure redressal of complaints and service requests in accordance with the time frame as specified under the Quality of Service regulations issued by the Authority.

Where a time limit has not been specified under the Quality of Service regulations issued by the Authority, the complaints and the service requests shall be addressed within a time period not exceeding three days.

### **Appeal to Appellate Authority:**

If the consumer is not satisfied with the redressal of his complaint by the Complaint Centre or, if his complaint remains unaddressed or no intimation of redressal of his complaint is received within the period specified, such consumer may prefer an appeal to the Appellate Authority through e-mail or FAX or post or in person within a period of 30 days after expiry of time limit specified for redressal of grievance.

Appellate Authority may entertain an appeal even after expiry of said period of 30 days but before three months after expiry of time limit specified for redressal of grievance.

Two member Advisory Committee comprised of one member from Consumer Organization registered with the Authority and other member from BSNL has been set up in each Service Area separately to offer an advice on all such appeals preferred to the Appellate Authority.

### **Contact Detail of Appellate Authority of BSNL UP East Circle:**

**Name and designation:** Shri Neeraj Verma General Manager (NWO- CFA)

**Address:** O/o CGMT BSNL UP(E) Telecom Circle,  
Hazratganj, Lucknow-226001.

**Telephone:** 0522- 2621200; **Fax:** 2230300

**E-Mail:** << [gmnwocfa\\_upe@bsnl.co.in](mailto:gmnwocfa_upe@bsnl.co.in) >>

### **Telephone Adalats:**

**In addition to the above, subscribers whose grievances remained unsettled are invited to make petitions for redressal of their grievances in Telephone Adalats. SSA(Secondary Switching Area) Level Telephone Adalats are being conducted on bimonthly periodicity and Circle level Telephone Adalats are being conducted once in three months. Customers are asked to give their grievances in writing with all supporting documents within stipulated period to District Complaint Officer (DCO). The concerned office to whom the case relates examines the case received by DCO and settles the case. A speaking order settling the case is communicated to the customers. For unsettled cases, a date is fixed for holding the Telephone Adalat. The customers are invited to attend the Telephone Adalat. The Adalat is presided over by General Manager of the area. The concerned officers of the Department are also called to be present in the Adalat. The full details of the case is presented to the presiding officer. The order of the presiding officer is communicated in the Adalat after hearing the arguments from both the parties.**

### **Appellate Jurisdiction of Telephone Adalats:**

**Circle level adalats headed by CGMs can consider the cases of the appeals against the decisions of the adalats chaired by SSA Heads. Adalats headed by SSA Heads can consider cases of excess billing which have been rejected by them as administrative heads of SSAs.**

### **How we Monitor and Evaluate:**

BSNL has established “Web based Complaint Monitoring System” to enable the consumers to monitor the status of their complaints. Customers can log in to [www.upe.bsnl.co.in](http://www.upe.bsnl.co.in) and click on the hyper link [Customer Grievance Redressal](#) for this purpose.

BSNL also continues to make available such information to the telephone bills and also publishes once in six months in the newspapers in the manner prescribed as above

Any change in the address of the web based complaint monitoring system shall also be intimated to the consumers in the same manner as above.