



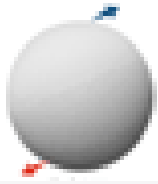
Redressal of Consumer Grievances in BSNL

A Presentation by

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CGM, AP Telecom Circle

OVERVIEW



A. Historical Background of consumer grievance Redressal

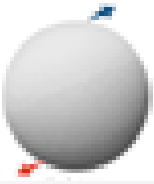
- Telecom Services : P&T Dept,
Department of Telecom (DoT) since 01-04-1985,
BSNL Since 01-10-2000
- Public Grievance Cell
- Computerization of Public Grievance Redressal : Many S/W, PGRMS

B. Competitive Environment - Enhanced subscriber Expectations

- Monopoly Era : upto 30th September 2000
- Competitive Era : Privatization of Telecom Services in India started on
1st October 2000
- Changing times : The subscriber expectations have increased

C. TRAI Regulations and Compliances

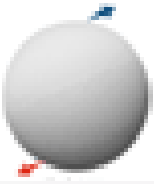
- The TRAI has framed regulations regarding subscriber complaints and monitors its complaints



TYPE OF GRIEVANCES

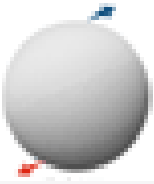
- Complaints regarding Faulty Telephone Services, Broadband Services etc.
- Complaints regarding Quality of services
- Complaints regarding Excess Billing
- Complaints regarding Staff
- Miscellaneous Complaints and Requests

ORIGINATION OF COMPLAINTS



- Direct Oral/Telephonic/IVRS/e-mail/written Complaint by the subscribers to concerned Technical officers (JTO/SDO/DE)
- Direct Oral/Telephonic/IVRS/e-mail/written complaints by the subscriber or through public representatives to concerned Administrative officers (TDM/GMTD/CGM)
- Direct Oral/Telephonic/IVRS/e-mail/written complaints by the subscriber or through public representatives to CMD BSNL/MoC(C&IT)/PMO (Directorate of Public Grievances, DPG)
- Subscriber complaints through Media like Newspapers, Magazines, TV & Internet.

Mechanism of Redressal of Complaints



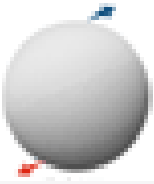
Technical Officer level : Depending on the nature of the complaint suitable actions are taken. In most of the cases the complainant is informed over phone and in some cases he/she is informed in writing also.

- Daily Review of subscriber complaints at Technical Officer level is made.

Administrative officer level : If the complaint is lodged for the first time it is forwarded to concerned officer for necessary action. If the complaint is already lodged at technical officer level its early disposal is ensured. The complainant is informed in writing in most of the cases once the grievance is disposed off.

- Weekly Review of subscriber complaints at SSA Head level.
- Open House Sessions at SSA Head level
- Telephone Adalats at SSA Head level
- Telephone Adalats at Circle Head level

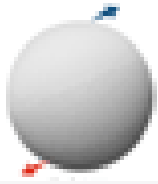
Mechanism of Redressal of Complaints



BSNL HQ level :

If the complaint is lodged for the first time it is forwarded to concerned officer for necessary action. If the complaint is already lodged at Administrative officer level or has come from PMO(DPG)/MoC/MoS/DoT, its early disposal is ensured. The complainant is informed in writing in most of the cases once the grievance is disposed off.

Public Grievance and Redressal Management System(PGRMS)

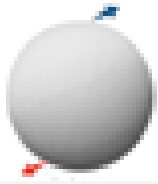


- Many Softwares were used from time to time
- Need of 3 Tier integrated Software to integrate the activities at Technical level(Field & SSA HQ), Management level(Circle HQ) & Corporate (BSNL HQ) level
- In-house software was developed and implemented in May 2006, called PGRMS

Salient Features:

- Web enabled multi-user application
- User-friendly data entry with pop-up menus for codified items
- A number of queries/reports applicable for any given period
- Provision to record and view follow-up actions on a grievance
- User-level based access
- Provision to attach scanned image//text /word document/PDF file

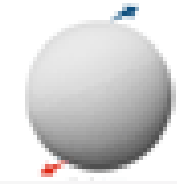
Public Grievance and Redressal Management System(PGRMS)



Entries of Grievances :

- The Grievances can be registered by
 - : BSNL HQ PG Cell
 - : Circle PG Cell
 - : SSA PG Cell
- The important data fed are :
 - : Nature of Grievance
 - : Mode of Receipt of grievance
 - : Grievance received from
 - : Grievance addressed to
 - : Unit concerned
 - : Grievance priority category

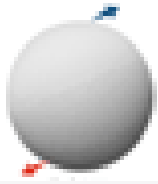
Public Grievance and Redressal Management System(PGRMS)



Classification of grievances as per Category

1. **P. Category (Phone-in)** : Grievance received over phone or orally will come under this category.
2. **A Category** : Customers may forward their grievances to VIPs, MPs, MLAs, State & Central Ministers, DOT PG Cell, BSNL PG Cell, Cabinet secretariat, the President of India etc which will be redirected to Circle PG Cell for redressal. Grievances of this type are categorized as A category and are of high importance and time bound.
3. **B Category** : Customers directly representing to Circle CGMT or PG Cell by written letters comes under this category.
4. **C Category** : Grievance from Customers addressed to SSA heads or SSA PG Cell will come under this category. However all SSAs have to furnish a detailed monthly report. The monthly report furnished from Circle PG Cell to BSNL HQ will include A, B & C category grievances.
5. **M Category** : FAX messages are received frequently from the O/o MOC with a reference MOC diary number regarding grievances of customers who have faxed their grievance to MOC. The information from MOC will not contain any written documents but only a list with the essential particulars such as tel no, Name, Nature of Grievance, & Place. No detailed report is required for these cases and only a weekly report regarding the date of disposal is to be sent to O/o MOC.
6. **Others** : Any other type not coming under any of the above mentioned categories

Public Grievance and Redressal Management System(PGRMS)



Actions and Clearances of the complaints in the system :

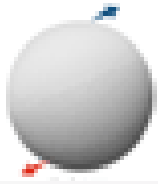
- Depending on the nature of the complaint actions are taken and entries are made in the system
- The Complaint Clearance flow is down to top i.e SSA level, Circle level and then BSNL HQ level

Report Generation :

The reports can be generated on :

- : Daily basis
- : Weekly basis
- : Monthly basis

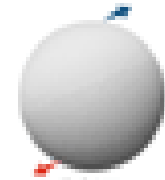
Public Grievance and Redressal Management System(PGRMS)



Codes Used :

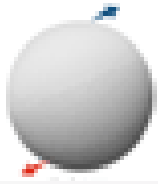
- Grievances List : C01 to C39
- Mode of Receipt of Grievances : CM, DT, EM TG
- Grievance Source List : S01 (PM) to S28 (CMD/Dir-Op)
- Address List : A01 (PM) to A19 (President of India)

Summary of Grievances handled in AP Telecom Circle in last 3 years



Complaint Originated from	During FY 2005-06	During FY 2006-07	During FY 2007-08 (till date)
12727 [1094]	104	4856	4832
DoT PG	7	13	14
BSNL PG	103	92	5
CMD	66	42	93
MOC	167	151	98
CGMT	922	987	431
TOTAL	1369	6141	5473

Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)



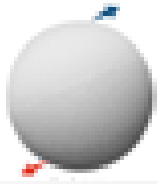
- The Regulations has come into force from 10th May 2007
- The Regulation envisages setting up of Call Centers, appointment of Nodal Officers in each administrative Unit and appointment of appellate authorities in each circle by each and every service provided

Procedure for Handling Grievances by Call Centres:

Every Telecom Circle/District shall, ensure that the Call Centres, immediately on receipt of a complaint from a consumer:

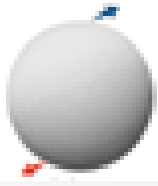
- (a) Register such complaint by allotting a unique identification number to be called the docket number (a unique docket number assigned prior to issue of these instructions shall continue, if booked earlier);

Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)



- (b) Communicate, at the time of lodging the complaint, the unique identification number to be called docket number, date and time of registration of the complaint, to the consumer;
- (c) Record details in respect of such complaint;
- (d) Intimate to the consumer :
 - (i) Through telephone or other electronic means or any other means; and
 - (ii) Within the time limit specified in Schedule below, the action taken on the complaint; and
- (e) intimate contact details of the Nodal Officer (including his name, telephone number and address) to the consumer in case the consumer is not satisfied with the redressal of his grievance or when requested by him.

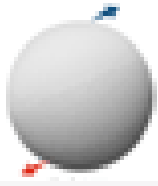
Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)



Time limit for redressal of grievance of consumers by Call Centres :

- (1) Every service provider Telecom Circle shall, without prejudice to the time limits or periods specified in the Regulation on Quality of Service of Basic and Cellular Mobile Telephone Services, 2005 dated the 1st July, 2005 (11 of 2005) and the Quality of Service of Broadband Service Regulations 2006 dated the 6th October, 2006 (11 of 2006), address the request or redress the grievances of its consumers, within the time limits or periods, and, in respect of matters or parameters, specified in the **Schedule**

Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)



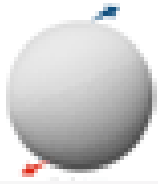
(2) In a case—

(a) where no parameter or time limit, relating to fault or disruption of service or disconnection of service, has been specified in the Schedule, all complaints relating to such fault or disruption of service or disconnection of service shall be redressed within three days from the date of registration of complaint;

(b) where no parameter or time limit has been specified in these instructions or any other instructions for redressal of any grievance, all such complaints shall be redressed within seven days from the date of registration of complaint;

(c) where lesser time limit has been specified by any other law for the time being in force or other regulations of TRAI or DOT or by BSNL for redressal of grievance, the Call Centres shall redress the grievances of the consumer within such specified time.

Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)

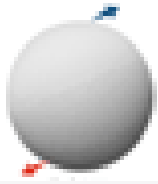


Service Parameters and Time Limit for Service Request or Redressal of Complaint of Telecom Consumers by Call Centres

A. Basic Service (Wire line):

Serial Number (1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	Provision of Telephone	All cases within seven days (subject to technical feasibility)
(ii)	Fault Repair	Within three days
(iii)	Shift of Telephone	Within three days
(iv)	Closures	Within twenty four hours
(v)	Percentage of Billing Complaints resolved within four weeks	All billing complaints to be resolved within four weeks.
(vi)	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within sixty days after closure.

Telecom consumers protection & Redressal of Grievances Regulations, 2007 (3 of 2007)



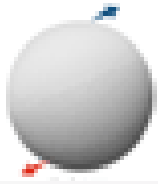
B. Basic Service (Wireless) and Cellular Mobile Telephone Service:

S.No.(1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	<p>Billing Performance</p> <p>(a) Percentage of Billing Complaints resolved with in four weeks</p> <p>(b) Period of all refunds /payments due to customers from the date of resolution of complaints</p>	<p>(a) All billing complaints to be resolved within four weeks.</p> <p>(b) All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.</p>

C. Broadband Service:

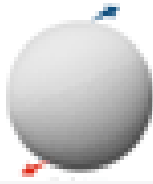
S.No.(1)	Service Parameter (2)	Time Limit for service request or redressal of complaint (3)
(i)	Service Provisioning/Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days
(iii)	<p>Billing Performance</p> <p>(a) Percentage of Billing Complaints resolved.</p> <p>(b) Time taken for refund of deposits after closure</p>	<p>(a) All billing complaints to be resolved within four weeks.</p> <p>(b) All cases of refund of deposits to be made within sixty days after closure.</p>

BSNL's compliance to TRAI Regulation on Telecom Consumers Protection and redressal of Grievances, 2007



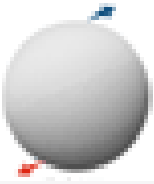
- The BSNL already had elaborate grievance redressal mechanism before this regulation
- The BSNL has strengthened this mechanism in line with this regulation of TRAI
- A Nodal officer is made at BSNL HQ level (DDG-PG)
- Nodal Officers of the rank of SAG Officer are made at each Circle Level.
- Appellate Authorities of the rank of SAG officer are made in each Circle HQ
- Nodal officers are made in each of the Telecom District

BSNL's compliance to TRAI Regulation on Telecom Consumers Protection and redressal of Grievances, 2007



- The Nodal officers are enforcing the TRAI Guidelines under their areas with the help of field officers
- The Call center numbers are widely published
(In AP Telecom Circle of BSNL it is 1500 for Landline, 9440024365 for Mobile, 1800-424-1600 for Broadband
Fault Booking Numbers are: 198 Landline & Broadband and 12676 for Leased circuits)
- No call Charges or SMS Charges are levied upon on calling call centers in accordance with this regulation.

Survey on Consumer Satisfaction



- Earlier the DoT/BSNL deployed IMRB for survey on consumer satisfaction in the major towns and cities
- Now the T&D Circle of BSNL is carrying out such surveys
- The BSNL is trying to get ISO:2000 Certification. The consumer satisfaction survey data is also needed for this certification

THANK YOU!