

BHARAT SANCHAR NIGAM LTD.

Consumer Rights under the TRAI Act, 1997 and Redressal of Consumer Grievances

Presentation by

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CGMT, BSNL, J & K Circle

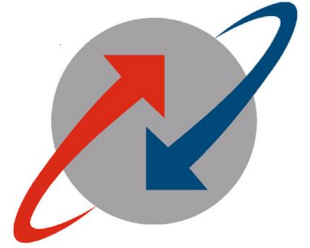


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Consumer Rights Under TRAI Act

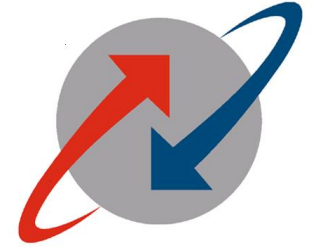
To avail the telecommunications services of assured Service Quality

Redressal of Consumer Grievances



BHARAT SANCHAR NIGAM LTD.

- Group of consumers:
 - may approach the TDSAT for redressal of their grievances
- Individual Consumers may approach:
 - In house dispute resolution mechanism of service providers
 - Consumer Disputes Redressal Forum or a Consumer Disputes Redressal Commission or a National Consumer Redressal Commission for redressal of their grievances



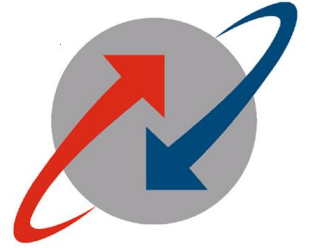
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Consumer Grievances

1. Services

- New Provision
- Fault repairing

2. Metering & Billing



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Redressal of Consumer Grievances under TRAI Act

- TRAI Regulations prescribes for a three tier consumer grievance redressal mechanism:
 - call centres – 1st Level
 - nodal officers – 2nd Level
 - appellate authority – **3rd Level**
- TRAI Regulations also prescribes for publishing a manual of practice for handling of complaints

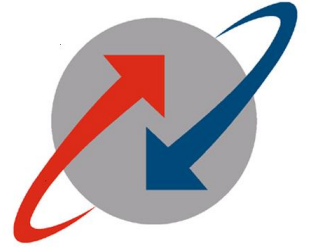
Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations



BHARAT SANCHAR NIGAM LTD.

- **Call Centres (toll free numbers)**
 - For basic services :1500
 - For GSM Mobile services: 9400024365
 - For Broadband & Internet services :1500
 - For MPLS & Other Data services: 1500
 - Additional number for complaints: 1800-424-1600
 - Complaint to be redressed within 7 days

Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

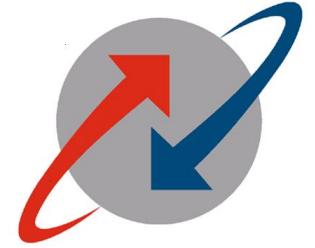


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- Nodal officers at SSA level
 - One in every SSA
 - If problem is not redressed at Call Centre level then subscriber may approach concerned nodal officer
 - Customers may also approach concerned SSA heads
 - GMTD – Jammu & Srinagar
 - TDM- Udhampur & Leh
 - TDE - Tajouri



Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations

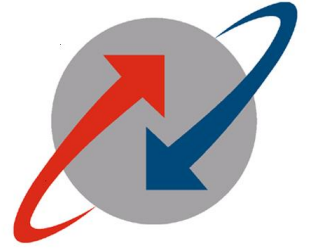


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- Appellate Authority at Circle level
 - General Manager(O&D) - 9411120520
 - If problem is not redressed at nodal officer level within the specified time frame then subscriber may file an appeal in writing to appellate authority within three months
 - Appeal to be decided within three months of filing



Redressal of Consumer Grievances in J & K Circle of BSNL as per TRAI Regulations



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- Corporate office of BSNL has published its Manual of Practice for handling consumer complaints
- Details of call centre, nodal officer and appellate Authority as well as Manual of Practice is available on:
<http://www.bsnl.co.in>



Mechanism for Redressal of Consumer Grievances in BSNL



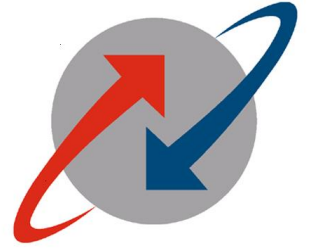
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In addition to mechanism prescribed by TRAI, BSNL has its own well established consumers grievance redressal mechanism at:

- SDCA (Tehsil) Level
- SSA(District) Level
- Circle (State) Level
- Corporate Office (National)Level



Mechanism for Redressal of Consumer Grievances in BSNL



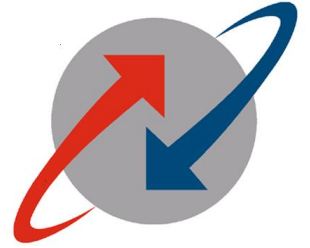
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J & K Circle of BSNL is having

- 5 Secondary Switching Areas (SSAs)
 - Jammu
 - Srinagar
 - Leh
 - Udhampur
 - Rajouri
- 34 Short Distance Charging Areas (SDCAs)



Mechanism for Redressal of Consumer Grievances in BSNL

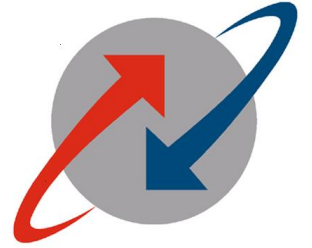


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- Consumers may approach to BSNL through
 - Computerized booking
 - 198/1094
 - Customer service centers
 - Interaction with BSNL officers
 - Telephonically
 - Personal meeting
 - Written Complaints



Mechanism for Redressal of Consumer Grievances in BSNL



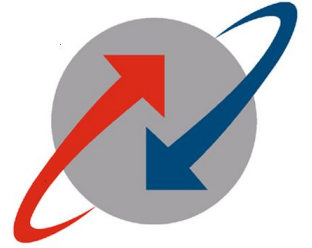
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198 Service:

- Any complaint pertaining to fault in service
- IVRS Based Service
- Toll Free Number
- Same Number though-out SDCA
- More than 90% complaints are handled on this service, to the satisfaction of the customers



Mechanism for Redressal of Consumer Grievances in BSNL

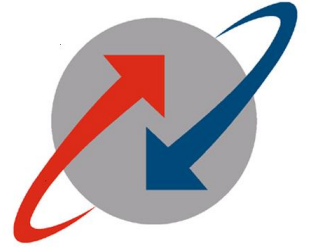


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- Second stage of grievance handling on
1094 Circle Level
 - Toll free Number



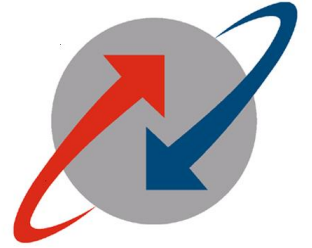
Mechanism for Redressal of Consumer Grievances in BSNL



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- Customer Service Centers
 - Single Window Concept
 - Available at Taluka level
 - Multiple Nos. of CSCs available at cities

Mechanism for Redressal of Consumer Grievances in BSNL

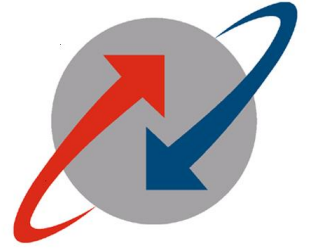


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- Interactions with BSNL officers (Telephonically/ personal visits)
 - Junior Telecom Officer
 - Sub-divisional Engineer
 - Divisional Engineer
 - Dy. Gen. Manager / Telecom District Manager
 - General Manager
 - Chief General Manager

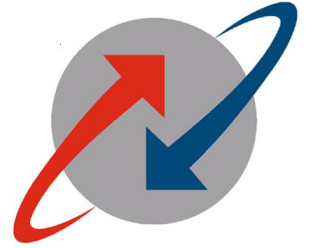


Mechanism for Redressal of Consumer Grievances in BSNL



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- **Written Complaints**
 - Letters through post/ Fax /Emails
 - Received at Public Grievance cells at SSA and Circle levels and at various levels of officers
 - Replied to the complainants after settlements



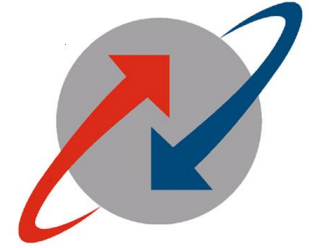
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Mechanism for Redressal of Consumer Grievances in BSNL

■ Telephone Adalats

- All the individual Cases
- Frequency: Once in six Months in Each Districts (SSA Level)
- Once in six Months in State Level (Circle Level)
- Composition: (Distt. Level):
 - SSA heads as Chairman
 - IFA of SSA.
 - Officer from Circle Office
- Composition: (Circle Level):
 - CGMT,
 - IFA to CGM
 - SSA head of concerned SSA

Mechanism for Redressal of Consumer Grievances in BSNL



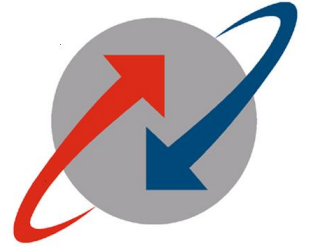
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■ Telephone Adalats Statistics

Year	TA Held	Cases Recd	Cases Settled
2005-06	1	22	20
2006-07	2	11	11
2007-08 (Upto Sept'07)	1	13	12

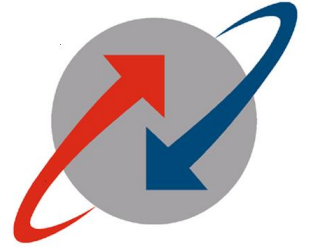


Mechanism for Redressal of Consumer Grievances in BSNL



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- **Arbitrations:**
- In case the disputes are not settled then the arbitrators are appointed by the competent authority under the provision of the "Arbitration Act"
- Appeal to the decision of the arbitrator lies to Hon'ble High court



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Proactive Measures to improve the services in J & K Circle of BSNL

- Proactive Measures/ Feedback System
 - Open House Sessions
 - Telephone Advisory Committee (TAC) meetings.
 - MP's Meetings at SSA and Circle Level

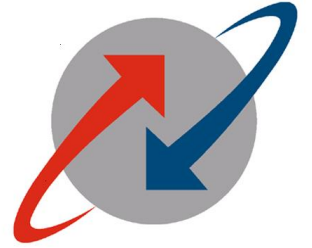
Proactive Measures to improve the services in J & K Circle of BSNL



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- **Open House Sessions**
 - Once in three Months at each districts
 - Consumers problems of generic nature
 - Seeking suggestion for Service Improvement.

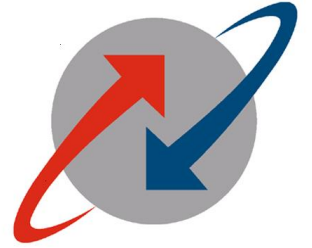
Year	Open House session held
2005-06	5
2006-07	6
2006-07 up to Sept'07	5



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Proactive Measures to improve the services in J & K Circle of BSNL

- Telephone Advisory Committees
 - Eminent personalities of various fields
 - Act as co-coordinator between BSNL and public
 - Come up with various suggestions for improvement in service
 - Formal meeting scheduled once in 6 months.

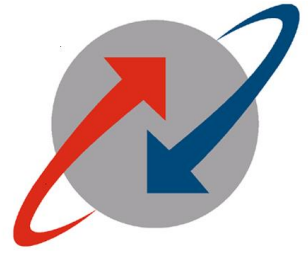


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Proactive Measures to improve the services in J & K Circle of BSNL

■ MP's Meetings

- Eminent personalities from different fields of life
- All district heads are in touch with MPs for their valuable suggestions
- CGM also meets with MPs to get their view points for improvement in service



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THANK YOU