



Bharat Sanchar Nigam Ltd.

Public Grievances Cell

R.No.28, I.R. Hall, Eastern Court, Janpath, N. Delhi-110001

No. 7A-1-2/2012-PG(Pt.) / 90

Dated: 28-5-2012

To

All Chief General Managers,
Telecom Circles/Telecom Distts.

Sub:- Implementation of **"Telecom Consumers Charter of BSNL"**
- reg.

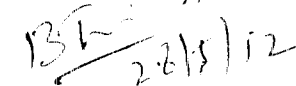
Sir,

As you are aware, as per the Telecom Consumer Complaint Redressal Regulations, 2012 (1 of 2012) of TRAI, every service provider is required to publish a 'Citizen's Charter'. However, vide its letter dated 11.1.2012, TRAI amended these Regulations and the name of 'Citizen's Charter' was substituted by "Telecom Consumers Charter".

In accordance with the above Regulations, a "Telecom Consumers Charter of BSNL" has been prepared and the competent authority has approved the same. A copy of the "Telecom Consumers Charter of BSNL" is enclosed herewith for implementation by your Circle/Telecom Distt.

It is requested that necessary action may be taken to implement the **"Telecom Consumers Charter of BSNL"** in place of existing 'Citizen's Charter of BSNL'. It is also requested that compliance report may please be furnished regarding implementation of the **"Telecom Consumers Charter of BSNL"** in your Circle/Telecom Distt., to this office by **13.6.2012** before making it public through BSNL website and also before forwarding it to TRAI.

Yours faithfully,


(BRIJESH TYAGI)

Dy. General Manager (PG)

011-23357676

FAX: 011-23318778

"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; Wireline, 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 are:

- Wireline Telephone
 - New Telephone Connection
 - Shift And Transfer Of Telephone
 - Phone Plus Service
- Mobile Phone
 - 3 G mobile Services
 - Cellone Postpaid
 - Excel Prepaid
 - Unified Messaging
 - GPRS/WAP/MMS
 - SMS & Bulk SMS
- WLL Mobile
- CLI Based Internet services
- Broadband (DataOne)
 - # Prepaid Broadband
 - # VAS over Broadband -
 - a. Hungama portal
 - b. Games on Demand

IPTV Service

C. The quality of service benchmarks

BSNL is committed to provide state of the art uninterrupted Telecom services to its 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:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(1)	(2)	(3)
(i)	Provision of Telephone	All cases within seven days (subject to technical feasibility)
(ii)	Fault Repair	All the 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
(iv)	Closures	Within 7 days.
(v)	Percentage of Billing Complaints resolved with in four weeks	100%
(vi)	Time taken for refund of deposits after closure	Within sixty days after closure.

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

The following benchmarks are prescribed:

Serial	Service Parameter	Time Limit for service request or redressal of complaint/TRAI Benchmark
MONTHLY BASIS :		
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 7 days
6.	Time taken for refund of Deposit after closures	100% within 60 days

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

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(1)	(2)	(3)
(i)	Service Provisioning /Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days
(iii)	Billing Performance	
	(a) Percentage of Billing Complaints resolved.	(a) All billing complaints to be resolved within four weeks.
	(b) Time taken for refund of deposits after closure	(b) All cases of refund of deposits to be made within sixty days after closure.

D & E. Capability Developed and Being Performed to Meet the Benchmarks.

(1) BSNL strives to provide uninterrupted telecom services to the valuable customers. 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 "no delay" restoration of fault.

(2) 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 aforesaid Regulations by TRAI's new Regulations called the Telecom Consumers Complaint Redressal Regulations, 2012, BSNL has now replaced 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,
- (i) 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
 - (ii) 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.

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 on 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.

F. Contact Detail of Appellate Authority.

Name and designation of the Appellate Authority of respective Service Area along with his contact telephone number, FAX number, e-mail id and office addresses is displayed in his office, Complaint Centre (Call Centre) and Customer Service Centre (CSC) and can also be seen on BSNL website.

Details of Public Grievance Appellate Authority (Telecom Circle wise)

Please Use the following form to find out the PG Appellate Authority in your Circle

Please Choose Your Circle:	
Submit	

Either You did not choose the Circle or the Data is not available at this moment. Please try later.

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In addition to the above, changes in Appellate Authority is also published in two leading newspapers, one in Hindi or English and other in the local language of service area within 7 days of appointment of Appellate Authority beside update the BSNL website.

G. How we Monitor and Evaluate.

(a) BSNL has established "Web based Complaint Monitoring System" to enable the consumers to monitor the status of their complaints in their respective Service Areas.

Details about address & process for monitoring the complaints on "Web Based Monitoring System" ** has been published in a leading newspaper in Hindi or English and in a Leading newspaper in Local language of service area at the time of establishment of "Web Based Monitoring System" and also through telephone bills issued by BSNL.

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

(c) Any change in the address, of the "Web Based Complaint Monitoring System" shall also be intimated to the consumers in the same manner as (a) above.

**** The details about address and process for monitoring the complaints on "Web Based Monitoring System" shall be included in the "Telecom Consumers Charter of BSNL" after receiving the complete information from all the field units.**

H. Suggestions and Continuous Improvement in the system

Consumers can give their feedback and suggestions for further improvement in the services to GM(CDN) on his email id ddgpg@bsnl.co.in. BSNL strives to evaluate feedback received from the consumers either in form of grievances or suggestions and makes necessary improvement in the system to maintain the standards of the services. TRAI also issues guidelines to improve the system. Valuable suggestions given by the consumers are duly considered while reviewing "Telecom Consumers Charter of the BSNL".

I. WHAT ARE YOUR RIGHTS

- Right to select operator of their choice.
- Right to get information regarding tariff before provision of service and every time the tariff is changed, specially adversely affecting the consumer.
- Right to be informed about charges, validity period and the procedure to unsubscribe before activation of any value added service, which is chargeable.
- Right for stoppage of all commercial calls/SMS fully or partially.
- Right to get the rebate of rental in case of continuous disruption of service for more than 3 days.

- To seek legal remedy in case the grievances of the consumer is not settled.
- To get refund of security deposit within 60 days of request of termination of service subject to adjustment of pending dues, if any.
- Right of consumers for termination or disconnection of service : The consumer can get the service offered by BSNL terminated or disconnected any point of time by applying to the local BSNL office. The consumer is, however obliged to make payment of all the bills in respect of services availed by him.
- Any consumer may, at any time,
 1. during pendency of redressal of his grievance, whether by filing of complaint or appeal, under these regulations; or
 2. before or after filing of complaint or appeal, under these regulations,

exercise his right conferred upon him under the Consumer Protection Act, 1986(68 of 1986) or any other law for the time being in force and seek redressal of his grievance under that Act or law.

J. WHAT WE REQUIRE

Our telecom services are offered subject to the following *general* terms and conditions:

- i) The services are for bona fide use of the customer/his family/organisation.
- ii) Any person, including foreign national with valid passport, who is major (in case of minor, through guardian) can apply for a telecom service.
- iii) The subscriber shall not allow use of the telecom service offered to him for any unlawful activity.
- iv) The provision of service is subject to the directions issued by Government of India from time to time.
- v) The fixed services are meant for specified location and the subscriber is not authorized to shift the same without permission of BSNL.
- vi) The services are offered subject to regular payment of bills by the subscriber failing which BSNL may suspend temporarily or disconnect or withdraw the service at its sole discretion.
- vii) While BSNL shall endeavor to ensure un-interrupted service of reasonable quality, it can not be held responsible for any deficiency or interruption in service due to reasons beyond its control.
- viii) BSNL at its sole discretion may revise the tariff rate subject to TRAI regulations.
- ix) The services can be suspended without prior notice by BSNL in the interest of public safety or maintenance of law and order or other such exigencies.

Note: In addition to above, terms and conditions specific to any service or service area including Tariff are available along with the Application Forms or can be had from local BSNL offices or downloaded from our website www.bsnl.co.in

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K. *Information about RTI Matters*

In terms of Section 5 (1) of the Right to Information Act, 2005, the Company has designated various officials as Information Officers (APIOs & PIOs) and Appellate authorities. The list of such officers is available at the Company's Website www.bsnl.co.in. The concern designated APIOs, PIO,s can be approached for getting the information as pursuant to the RTI Act 2005 at various places.

L. *Information about Customer Service centre.*

More than 4000 Customer Service Centers are operational in urban and rural areas in the country. The detailed information about Customer Service centre is available on the respective circle's web sites which can be accessed through BSNL main web site i.e www.bsnl.co.in.

Registered And Corporate Office:

Bharat Sanchar Bhavan.
Harish Chandra Mathur Lane
Janpath, NewDelhi-110001