



BSNLCO-COMN/12(11)/9/2022

Dated: 18.10.2024

To,

CGMs,
Telecom Circles, BSNL

Subject: Improvement in Grievance Redressal Mechanism -reg.

A virtual Meeting was held with the Nodal Public Grievance Officers of BSNL Circles on 14 Oct 2024 at 11 AM, The meeting was chaired by PGM (CDN) BSNL CO. The various parameters of Grievance Redressal and Assessment Index (GRAI) of DARPG were discussed and explained in the meeting. It was stressed to strive to improve BSNL's score on Feedback and Organisational Commitment parameters of GRAI report of DARPG so that the objective of improvement of BSNL's performance vis-à-vis other departments can be achieved. Following is the gist of action points discussed in the meeting in this regard:

- 1. Quality and timely redressal of PG cases conclusively in the first instance itself is a must to avoid filing of Appeals. PG officers have to ensure to upload properly worded ATR at the time of closure of the grievances. In CPGRAMS portal. This is required in order to minimise the Appeal cases and to ensure improvement in the ratio of Appeals Filed to Grievances Resolved as well as percentage of resolution of the grievance with "Satisfied" remarks.*
- 2. On redressal of the grievance the concerned PG Officer should speak to the complainant before closing the grievance in CPGRAMS portal. This is expected to improve satisfaction level of the complainant which would reflect positively in the feedback.*
- 3. The targets for all Circles in respect of various GRAI parameters are as follows:*

Dimensions	Weights	Target
Efficiency	0.45	0.45
Feedback	0.3	0.25
Domain	0.15	0.14
Organizational Commitment	0.1	0.09
Total	1	0.93

4. Circles to maintain GROs upto BA level only and ensure that all GROs should login regularly with at least 20 logins in a month. The instructions issued vide this office letter no. BSNLCO-COMN/12(11)/9/2022 dated 07.06.2024, 05.07.2024, 07.10.2024 need to be implemented in-toto by Circles.

6. Swachh Bharat Abhiyan - Campaign 4.0 is being held from 2nd to 31st October, 2024 wherein all pending Grievances and Appeal as on 30.09.2024 are to be redressed during the period 2nd to 31st October, 2024. As DARPG has now specified that all grievances are to be resolved within 21 days' time, Circles to ensure that all grievances registered upto 30-09-2024 are fully resolved before 21-10-2024.

This issues with the approval of Competent Authority.

DGM CDN, BSNL CO

Enclosures: as above.

Review Meeting on CPGRAMS

(BSNL)

Grievance Redressal and Assessment Index

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved within Timeline (within 30 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.1
			5	% Pendency with GROs (beyond 30 days)	Negative	0.15
2	Feedback	0.3	6	% of Appeals Filed	Negative	0.5
			7	% of Resolution with "Satisfied" Remarks	Positive	0.5
3	Domain	0.15	8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.6
			9	Adequacy of Categorisation of Grievance by M/D	Negative	0.4
4	Organisational Commitment	0.1	10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.3
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.7

Note: Positive = for which Higher Value is better; Negative Indicator = for which Lower Value is better

GRAI score of DoT

Dimensions	Weights	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sept-24	Target
Efficiency	0.45	0.41	0.421	0.406	0.408	Data not given by DARPG				0.45
Feedback	0.3	0.157	0.139	0.136	0.178					0.25
Domain	0.15	0.126	0.128	0.125	0.128					0.14
Organizational Commitment	0.1	0.069	0.076	0.076	0.078					0.09
Total	1	0.762	0.764	0.742	0.791	0.768	0.779	0.777		0.93

Ranking of DoT (GRAI) with other Ministry/Department in July 24

Ranking	Department or Ministry	GRAI Dimensions
1	Central Board of Indirect Taxes and Customs	0.7881
2	Department of Posts	0.7878
3	Department of Rural Development	0.7784
4	Department of Telecommunications	0.7771

Indicator 1: % of Grievances Resolved within Timeline (within 30 days) – [Positive orientation] (Marks-20.25)

Method of Calculation

$$\frac{\text{Total Number of Complaints Resolved within Timeline}}{(\text{Total Number of Complaints Brought Forward} + \text{Total Number of Complaints Received})} \times 100$$

Month \ TSPs	BSNL
Aug' 24	$\frac{2056}{(249+2032)} \times 100 = 90.1\%$
Sept' 24	$\frac{1663}{(226+1691)} \times 100 = 86.8\%$

PENDENCY AS ON 14.10.2024

NAME OF CIRCLE	B/F	RECD	CLOSED	AVG DAYS TAKEN	PENDING ON 14.10.24
Total	173	5927	5798		302
UP (E) Telecom Circle	16	621	614	4	23
Bihar Telecom Circle	15	371	364	9	22
Karnataka Telecom Circle	12	276	267	6	21
MAHARASHTRA TELECOM CIRCLE	7	394	380	4	21
Rajasthan Telecom Circle	15	304	299	6	20
Chennai Telephone Circle	6	168	157	4	17
Orissa Telecom Circle	5	312	300	4	17
Tamil Nadu Telecom Circle	13	352	351	6	14
UP (West) Telecom Circle	8	367	361	4	14

PENDENCY AS ON 14.10.2024

NAME OF CIRCLE	B/F	RECD	CLOSED	AVG DAYS TAKEN	PENDING ON 14.10.24
West Bengal Telecom Circle	7	285	278	6	14
Madhya Pradesh Telecom Circle	10	305	303	3	12
J&K Telecom Circle	3	82	76	11	9
Telengana	3	80	74	8	9
Chhattisgarh Telecom Circle	3	114	109	3	8
Gujrat Telecom Circle	3	309	304	3	8
Jharkhand Telecom Circle	2	86	80	9	8
Assam Telecom Circle	2	113	108	8	7
KOLKATA TELECOM DISTRICT	2	244	239	2	7
Punjab Telecom Circle	9	196	199	4	6

PENDENCY AS ON 14.10.2024

NAME OF CIRCLE	B/F	RECD	CLOSED	AVG DAYS TAKEN	PENDING ON 14.10.24
AP Telecom Circle	1	79	75	5	5
Haryana Telecom Circle	12	248	255	5	5
NE-I Telecom Circle	2	25	23	12	4
Himachal Pradesh Telecom circle	0	56	53	7	3
Kerala Telecom Circle	7	253	257	4	3
AN Telecom Circle	0	5	3	12	2
NTR Delhi	1	24	23	8	2
Uttranchal Telecom Circle	3	89	90	7	2
ALTTC GHAZIABAD CIRCLE	0	5	4	11	1
Core Network Tx East	0	3	2	3	1
Core NW Tx west Circle	0	8	7	7	1
NE-II Telecom Circle	0	4	3	4	1
QA CIRCLE BANGLORE	0	4	3	10	1

Feedback (Weightage-30%)

Indicator 6. % of Appeals Filed (Marks-15)

Indicator 7. % of Resolution with “Satisfied” Remarks
(Marks-15)

Indicator 7: % of Resolution with “Satisfied” Remarks [Positive orientation] (Marks-15)

Method of Calculation	$\frac{\text{Total Number of Resolved/Closed Grievances Received Feedback as "Satisfied*"} \times 100}{\text{Total Number of Ratings Made for Complaints Resolved/Closed}}$
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Month \ TSPs	BSNL
Aug' 24	$\frac{382}{1118} \times 100 = 34.1\%$
Sept' 24	$\frac{365}{1085} \times 100 = 33.6\%$

* - Satisfied includes disposed PG cases with Average rating for calculation.

Organizational Commitment

(Weightage-10%)

Indicator 10. Ratio of GROs vis-à-vis Grievances Received

(Marks-3)

Indicator 11. % of Active Grievance Redressal Officers (GROs)

(Marks-7)

CIRCLE WISE FEEDBACK REPORT

	JULY 24					AUGUST 24					SEPTEMBER 24				
Organisations	Excellent	Very Good	Good	Average	Poor	Excellent	Very Good	Good	Average	Poor	Excellent	Very Good	Good	Average	Poor
AN	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
AP	1	0	2	0	0	1	0	3	2	2	0	1	1	1	5
Assam	0	0	0	1	5	2	0	2	0	10	2	1	1	2	9
Bihar	4	1	1	3	12	3	0	4	0	17	2	4	4	3	27
Chennai	2	2	2	0	5	1	2	2	2	2	1	0	1	1	12
Chhattisgarh	1	0	0	1	22	3	0	2	0	5	1	4	2	0	18
Gujrat	2	3	4	5	28	10	0	2	4	36	7	3	5	4	31
Haryana	3	2	3	1	22	2	3	3	0	31	5	2	2	4	19
Himachal Pradesh	1	0	1	0	3	0	0	1	0	4	0	2	3	1	4
J&K	0	0	0	0	5	0	0	1	0	5	1	0	0	0	6
Jharkhand	0	0	0	0	6	2	1	2	1	13	2	1	0	2	8
Karnataka	5	5	7	1	14	9	2	0	4	17	5	3	2	1	16
Kerala	4	3	5	3	8	5	3	9	8	13	3	3	3	2	13
KOLKATA TD	1	2	2	1	5	2	3	3	2	12	4	1	0	2	23
Madhya Pradesh	3	3	8	4	22	4	4	6	2	15	5	5	4	5	30
MAHARASHTRA	4	2	4	3	25	6	6	2	3	21	3	3	6	6	24
NE-I	0	0	1	0	0	0	1	0	0	2	0	0	0	1	1
NE-II	2	0	0	0	0	1	0	0	0	0	1	0	0	0	0
Orissa	3	2	1	4	6	4	4	3	3	15	1	3	4	3	21
Punjab	7	4	2	1	12	8	4	9	4	16	4	2	4	2	7
Rajasthan	5	3	6	5	19	6	5	3	2	29	5	3	3	1	31
Tamil Nadu	6	5	6	2	23	5	2	2	0	18	1	3	3	5	14
Telangana	0	0	1	3	1	1	0	0	0	5	1	1	0	0	10
UP (E)	2	2	10	9	39	4	4	8	8	71	11	2	6	6	42
UP (West)	2	3	5	2	22	2	3	2	3	50	7	2	6	1	25
Uttranchal	1	0	1	2	3	0	1	1	0	4	3	1	1	1	3
West Bengal	2	3	6	2	25	0	0	4	3	16	3	2	3	2	14
TOTAL	99	77	127	94	669	106	67	120	84	727	111	66	104	84	717

Indicator 10: Ratio of GROs vis-à-vis Grievances Received [Negative orientation] (Marks-3)

Method of Calculation	$\frac{\text{Total Number of Complaints Received}}{\text{Total Number of GROs mapped to CPGRAMS}}$
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Month \ TSPs	BSNL
August' 24 (GROs as on 12/09/2024)	$\frac{2032}{435} = 4.6$
Sept' 24 (GROs as on 03/10/2024)	$\frac{1691}{372} = 4.5$

Indicator 11: % of Active Grievance Redressal Officers (GROs) [Positive orientation] (Marks-7)

Method of Calculation	$\frac{\text{Total Number of GROs mapped at all levels to CPGRAMS who are Active : >20 login in a month (nos.)}}{\text{Total Number of GROs mapped at all levels to CPGRAMS}} \times 100$
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TSP	BSNL
As on 12/09/2024	$\frac{243}{435} \times 100 = 55.8\%$
As on 03/10/2024	$\frac{236}{372} \times 100 = 63.4\%$

S.No	Circles	No of GROs	No of BA
1	ALTTC	1	
2	AN	1	
3	AP	13	10
4	Assam	7	5
5	BBNW	1	
6	Bihar	16	5
7	Chennai	8	
8	Chhattisgarh	7	3
9	CNTxE	1	
10	CNTxS	1	
11	CNTxW	1	
12	Gujrat	12	9
13	Haryana	11	7
14	Himachal Pradesh	11	5
15	ITPC PUNE	1	
16	J&K	4	3
17	Jharkhand	8	3

S.No	Circle	No of GROs	No of BAs
18	Karnataka	14	9
19	Kerala	12	11
20	KOL TD	9	
21	Madhya Pradesh	16	8
22	MAHARASHTRA	35	14
23	NE-I	4	3
24	NE-II	5	3
25	NETF	1	
26	NTR Delhi	14	
27	Orissa	9	7
28	Punjab	16	7
29	QA	1	
30	Rajasthan	19	8
31	SIKKIM	1	
32	Tamil Nadu	16	11
33	Telengana	11	5
34	UP (E)	26	9
35	UP (West)	20	5
36	Uttranchal	5	3
37	West Bengal	7	5

GRAI-Organization commitment - TSPs

GRAI-Organization commitment	BSNL			
	12-9-2024	3-10-24	13.10.24	
No. of logins in last 30 days				
0	5	7	7	
1-4	32	18	32	
5-19	155	111	132	
≥20	243	236	232	
Total active GROs	435	372	403	

Area where improvement required

- Indicator 2 - % of Appeals Redressed
- Indicator 6 - % of Appeals Filed
- Indicator 7 - % of Resolution with “Satisfied” Remarks
- Indicator 11 - % of Active Grievance Redressal Officers (GROs)
- Disposal of re-opened cases

Special Campaign 4.0 from 2nd to 31st October, 2024

- Special Campaign for Disposal of Pending Matter (SCDPM) Portal has been developed by DARPG where the Department are to upload the data on pending Public Grievances and Public Grievances Appeal by 30.09.2024 and thereafter, the progress of disposal of such pendencies is to be uploaded on daily basis during the campaign period from 02.10.2024 to 31.10.2024

THANK YOU



BSNLCO-COMN/12(11)/9/2022

Dated: 07.10.2024

To,

CGMs/PGMs/Sr. GMs/GMs,
Telecom Circles/BSNL Corporate Office, BSNL

Subject: Improvement in Grievance Redressal Mechanism-reg.

Ref: 1) F.No. 2-1/2024/PG/1 dated 25.09.2024
2) BSNLCO-COMN/12(11)/9/2022 dated 07.06.2024, 05.07.2024

In Continuation to this office letter referred above at (2) and Minutes of Meeting held on 25.09.2024 with DoT (Copy enclosed) on the subject matter, kindly find the main points emphasised by DoT.

1. *Quality and timely redressal of PG cases conclusively in the first instance itself.*
2. *Appeal should be NIL in order to achieve maximum satisfaction among complainants.*
3. *Nodal officers are requested to improve the percentage of grievances redressed within timeline.*
4. *PG officers to ensure improvement in Appeal to grievance resolved ratio, percentage of resolution of the grievance with "Satisfied" remarks and ensure quality disposal of grievances so that NIL appeal is filed by the complainant.*
5. *Complaints labelled as "Urgent" category to be resolved on priority basis preferably within three days.*
6. *All GROs should login regularly with at least 20 logins in a month.*
8. *Success stories -All Circle nodal PG officers to share the success stories of the grievances resolved exceptionally well every month on the email bsnlco.rti@gmail.com by last working day of the month.*
9. *Swachh Bharat Abhiyan - Campaign 4.0 to be held from 2nd to 31st October, 2024 where all pending Public Grievances and Appeal as on 30.09.2024 are to be redressed during the period 2nd to 31st October, 2024, ensuring that there is no pendency beyond 15 days at Circle end.*
10. *Pendency of MOC-PG cases in PGRMS portal as on 30.9.2024 to be cleared by 10th October 2024.*

This issues with the approval of Competent Authority.

DGM CDN, BSNL CO

Enclosures: as above.

F. No. 2-1/2024/PG/1
Government of India
Ministry of Communications
Department of Telecommunications

Dated: 25/09/2024

**Minutes of the meeting held with the Nodal Public Grievance Officers of BSNL & MTNL
on 23rd September' 24**

A virtual meeting was held with the Nodal Public Grievance officers of BSNL and MTNL on 23rd September, 2024 at 10.15 AM to review the PG cases and Appeals on CPGRAMS. Meeting was chaired by Sr. DDG (PG) DoT. List of participants is attached in the Annexure I.

2. ADET (PG) welcomed all the participants and invited Sr. DDG (PG) for the opening remarks. Sr. DDG (PG) discussed about the reduction in time of resolution of the Grievance to 21days as implemented by DARPG. She stressed on quality and timely redressal of PG cases conclusively in the first instance itself. She directed TSPs to share the Success stories of the grievances resolved exceptionally well. She also discussed the Swachh Bharat Abhiyan Special Campaign 4.0 to be held from 2nd to 31st October, 2024 where pending Public Grievances and Public Grievances Appeal are to resolved time bound. She further directed Nodal Officers to target Nil Appeal in order to achieve maximum satisfaction among the complainants. In case, Appeal is generated, case may be examined in totality from the point of view of complete resolution at the earliest. Also, directed Nodal Officers to monitor/ examine the flow of PG cases in CPGRAMS timely by categorizing properly.

3. A presentation was given by ADET(PG), DoT on the status of redressal of Public Grievances and Appeals for the month of August, 2024. The following were the main highlights of the presentation.

4. All the important parameters like Grievances received, Grievance disposed, Appeal received, Appeal disposed, Average resolution time, Ratio of Appeal to Grievance resolved, % of Resolution with "Satisfied" Remarks as per rating available in the Portal, GRAI ranking, GRO user logins were discussed in detail. Data is enclosed at Annexure II.

5. BSNL & MTNL are required to improve on the percentage of grievances redressed within timeline and percentage of Appeal redressed. Both TSPs have to improve on Appeal to Grievance resolved ratio and ensure quality disposal of the Grievances so that Nil Appeal is filed by the complainant and percentage of Resolution of the grievances with "Satisfied" Remarks are improved remarkably. Both TSPs were asked to resolve the complaints labelled as "Urgent" on priority basis preferably within 03 days.

BSNL Nodal officer was again directed to ensure that all Grievance Redressal Officers (GROs) should be active by logging in PG portal regularly as per directives of the DARPG. BSNL Nodal assured to look into it at the earliest.

6. Now the grievance redressal time has been reduced to 21days and the same is implemented in the CPGRAMS Portal by DARPG. All TSPs were directed to follow by the timeline with quality disposal of the grievances.


7. Success stories – BSNL and MTNL were requested to share the success stories of the grievances resolved exceptionally well every month.

8. Swachh Bharat Abhiyan - Campaign 4.0 to be held from 2nd to 31st October, 2024 where pending Public Grievances and Public Grievances Appeal as of 30.09.2024 are to be uploaded in Special Campaign for Disposal of Pending Matter (SCDPM) Portal developed by DARPG and thereafter, the progress of disposal of such pendencies is to be uploaded on daily basis during the campaign period from 02.10.2024 to 31.10.2024.

9. Pendency of MOC mails was also discussed by Director (MOC-PG). Nodal Officers assured to clear all the pendency by end of September' 24.

The nodal officers of BSNL and MTNL assured to look into all the above mentioned points.

Meeting ended with the vote of thanks.


(Pankaj Goyal)
Director (MOC-PG), DoT

Copy to:

1. Member (Services), DoT
2. CMD, BSNL/ CMD MTNL.
3. All participants.

Annexure I – Participants List

Name & Designation of Officers from DoT		
1	Smt. Rekha Singh	Sr. DDG (PG), DoT (Chairperson)
2	Sh. Pankaj Goyal	Director (MOC-PG), DoT
2	Sh. Ashok Kr Pateshwary	Director (PG-I/II), DoT
3	Sh. Lokesh Kumar K.	ADET (PG), DoT
Name & Designation of Nodal Officers from TSPs		Name of TSP
1	Sh. Rajeev Kumar Kaushik, PGM (CDN)	BSNL (Nodal)
2	Sh. Mukesh Kumar, GM (OP)	MTNL (Nodal)

Annexure II – PG data of the TSPs for the month of August' 24

Sl.No.	Name of Parameter	BSNL	MTNL
1	Grievance Received	2032	168
2	Grievance Disposed	2056	174
3	Appeal Received	541	41
4	Appeal Disposed	542	45
5	Average Resolution Time	5 days	11 days
6	Ratio of appeals filed against grievance resolved	26.3%	24.1%
7	GRO with less than 5 logins in the last 30 days/ Total GROs	37/435	0/47
8	Percentage of Resolution with "Satisfied" Remarks	34.1%	42.1%
9	Total urgent cases and average resolution time for urgent grievances	4 cases, 7days	1 case, 11 days



BSNLCO-COMN/12(11)/9/2022

Dated: 05.07.2024

To,

CGMs/PGMs/Sr. GMs/GMs,
Telecom Circles/BSNL Corporate Office,BSNL

Subject: Improvement in Grievance Redressal Mechanism-reg.

Ref: 1) F.No. 2-1/2023/PG/1 dated 20.06.2024
2) BSNLCO-COMN/12(11)/9/2022 dated 07.06.2024.

In Continuation to this office letter referred above at (2) and Minutes of Meeting held on 20.06.2024 with DoT (Copy enclosed) on the subject matter, kindly find the main points emphasised by DoT .

1. Status of PG cases: The Percentage of grievances redressed within timeline was 88.4% of total PG cases received in the month of May and instructed to improve it further to minimum 95%.
2. Appeal to PG ratio: The total Appeals in the month of May'24 were 327 and percentage disposal of Appeals was 99% and instructed to improve it further. The percentage of Appeals filed were 25 %. It is decided to bring it low preferably below 15%.
3. Feedback Report: The percentage of resolution with "Satisfied" Remarks was approx... 35.4% as per grading system. Feedback rating to be improved to > 70%.
4. Analysis of active GROs on CPGRAMS Portal: The percentage of active GROs was 42.4 % as on 13.06.2024. Active GROs has to be 100 % as per DARPG guidelines.
5. ATR: Cases to be resolved and closed after selecting fully resolved option only and with proper ATR.
6. Disposal of re-opened cases: Reopened PG cases should be closed in the first instance itself with a conclusive report.
7. Redressal of complaints labelled as "Urgent", "Taken Up", and "Corruption category" to be expedited on priority basis.

It may be noted that review meetings are held by DoT with all TSPs on monthly basis .Redressal of grievances is under strict vigil and is monitored at the highest level in DOT/DPG/DOPPW/PMO/DARPG.

Hence in view of the points emphasised by DoT and for achieving it, following measures are recommended for strict adherence please.

- Maintain average grievance redressal timeline of 5 days. Address the 0-15 days cases on priority.
- All grievances related to **telecom services should be resolved within 48 hours**. This is in accordance to DOT OM no /3037357/2022 dated 28.02.2022, wherein it is stated that Hon'ble Minister of State for Communications, in a meeting with DGT/Field units, has desired to dispose of network related grievances received by field units within 48 hours.
- Network related complaints may kindly be redressed up to satisfaction of the complainant. Please state the current network coverage status in the concerned area along with action taken for improvement of network and future plan for further improvement of network coverage. **(Please note that these are Taken Up cases by TERM Cell)**.
- In case it is not feasible to accede to the request made in the grievance, a reasoned reply may be issued to the aggrieved citizen within 48 hours.
- GROs to be created up to BA level only and ensure that they login 20 times in a month.
- All cases to be closed by selecting **Fully Resolved** option along with **conclusive and reasoned ATR**, uploaded in the first instance itself.
- All **taken up** DPG and DOPPW cases should invariably be closed with conclusive reply only.

All Circle Heads/ Unit Heads at BSNL CO and Circle PG officers are requested to ensure that maximum cases are redressed on daily basis and the ATR is updated in the CPGRAMS portal. **It may also be ensured that pendency of cases beyond 30 days is NIL.**

This issues with the approval of competent authority.

DGM CDN, BSNL CO

Enclosures: as above.

F. No. 2-1/2023/PG/1
Government of India
Ministry of Communications
Department of Telecommunications

Dated: 20/06/2024

**Minutes of the meeting held with the Nodal Public Grievance Officers of BSNL & MTNL on
18th June' 24**

A virtual meeting was held with the Nodal Public Grievance officers of BSNL and MTNL on 18th June, 2024 at 3.45PM to review the pendency and disposal of public grievances on CPGRAMS maintained, operated and monitored by DARPG. Meeting was chaired by Sr. DDG (PG) DoT. List of participants is attached in the Annexure.

2. A presentation was given by PG wing, DoT on the status of redressal of Public Grievances and Appeals for the month of May, 2024. The following were the main highlights of the presentation:

3. All the four parameters of GRAI Index (Efficiency, Feedback, Domain, Organization Commitment) along with their Indicators were discussed in detail. Their definition and method of calculation were also reiterated. Ranking of DOT w.r.t. GRAI was also discussed and explained. Feedback GRAI parameter is low because of which overall ranking is being affected, therefore all the Nodal Officers are required to do more efforts in this direction.

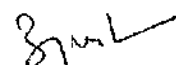
Further following details of GRAI parameters were discussed in the meeting in respect of data related to the month of May'24 w.r.t. each TSP -

A) BSNL:

- i) The total no. of PG cases received were 1387. The percentage of grievances redressed within timeline was 88.4% of total PG cases received in the month of May' 24. It was told to improve it further to at least 95%. The total Appeal cases registered were 327 and percentage disposal of Appeals were 99.0%. It was told to improve it further. The average Grievance disposal time were 5 days.
- ii) **Feedback:** The percentage of Appeals filed were 25%. It was discussed and decided to bring it low preferably below 15%. The percentage of Resolution with "Satisfied" Remarks was approx. 35.4% as per grading system. Nodal officer was asked to improve the feedback rating and keep it above 70%.
- iii) The ratio of PG cases received vis-à-vis GROs was 2.84. The percentage of active GROs was only 42.4% as on 13/06/2024. Active GROs has to be 100% as per DARPG guidelines. **BSNL is required to take immediate action on this.**

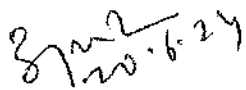
B) MTNL:

- i) The total no. of PG cases received were 203 and the percentage of grievances redressed within timeline was 72.4% of total PG cases received in the month of May' 24. The disposal percentage is very low for MTNL, and was told to improve this parameter more than 90%. The total Appeal cases registered were 39 and percentage disposal of Appeals were 87.2% and it is required to be improved further. The average Grievance disposal time were 12 days. Nodal Officer was directed to improve it further with quality disposal of PG cases.



- ii) **Feedback:** The percentage of Appeals Filed was 23.8%. It was discussed and decided to bring it low preferably below 15%. The percentage of Resolution with "Satisfied" Remarks was approx. 43.8% as per grading system. Nodal officer was asked to improve the feedback rating and keep it above 70%.
- iii) The ratio of PG cases received vis-à-vis GROs was 4.06. The percentage of active GROs was 68% as on 13/06/2024. Active GROs has to be 100% as per DARPG guidelines. **MTNL is required to take immediate action on this.**
4. Following are the areas/indicators which were identified during the course of the meeting that require improvement as per DARPG guidelines -
- a) **Indicator 2** - % of Appeals Redressed
 - b) **Indicator 6** - % of Appeals Filed
 - c) **Indicator 7** - % of Resolution with "Satisfied" Remarks
 - d) **Indicator 11** - % of Active Grievance Redressal Officers (GROs) Nodal officers were again directed to ensure that all GROs should be active by logging in PG portal regularly as per directives of the DARPG.
 - e) Nodal Officers were asked to resolve the complaints labelled as "Urgent" and "Corruption category" on priority basis.
 - f) Disposal of re-opened cases – Both the Nodal Officers must ensure that reopened PG cases should be NIL by conclusive resolution in the first instance itself. BSNL and MTNL Nodal Officers were directed to close the reopened PG case urgently by conclusive resolution.
 - g) ATR: It was observed as per DARPG May Report that some cases were still redressed as "partially resolved" and "unresolved". Nodal officers were again asked to ensure that cases are be resolved and closed after fully resolved with proper ATR.
 - h) Pendency of PG cases and PG appeal cases are to be monitored on daily basis by concerned Nodal Officers. Efforts may be made to bring it low by quality disposal of PG cases.
5. The nodal officers of BSNL and MTNL assured to look into all the above mentioned points.

Meeting ended with the vote of thanks.


(Ashok Kr Pateshwary)
Director (MOC-PG), DoT

Copy to:

1. Member (Services), DoT
2. CMD, BSNL/ CMD MTNL.
3. All participants.

Annexure – Participants List

Name & Designation of Officers from DoT		
1	Smt. Rekha Singh	Sr. DDG (PG), DoT (Chairperson)
2	Sh. Pankaj Goyal	Director (MOC-PG)/ (PG-I), DoT
3	Sh. Lokesh Kumar K.	ADET (PG), DoT
Name & Designation of Nodal Officers from TSPs		Name of TSP
1	Sh. Rajeev Kumar Kaushik, PGM (CDN)	BSNL (Nodal)
2	Sh. Mukesh Kumar, GM (OP)	MTNL (Nodal)
3	Sh. Ajay Kumar Verma, DM	MTNL

**U/o DGM (CDN), BSNL CO,
Room No. 29, IR Hall,
Eastern Court, Janpath,
New Delhi-110 001
Tele No: 011- 23717055**



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

BSNLCO-COMN/12(11)/9/2022

Dated: 07.06.2024

To,

CGMs/PGMs/Sr. GMs/GMs,
Telecom Circles/BSNL Corporate Office,BSNL

Subject: Improvement in Grievance Redressal Mechanism-reg.

**Ref: 1) F.No. 2-1/2023/PG/1 dated 30.05.2024
2) BSNLCO-CDN/12(12)/7/2022-CDN dated 26.02.2024.**

In Continuation to this office letter referred above at (2) and Minutes of Meeting held on 27.05.2024 with DoT (Copy enclosed) on the subject matter, kindly find the main points emphasised by DoT .

1. Status of PG cases: The Percentage of grievances redressed within timeline was 87.7% of total PG cases received in the month of April and instructed to improve it further to minimum 95%.
2. Appeal to PG ratio: The total Appeals in the month of April'24 were 305 and percentage disposal of Appeals was 93.4% and instructed to improve it further. The percentage of Appeals filed were 25.4 %. It is decided to bring it low preferably below 15%.
3. Feedback Report: The percentage of resolution with "Satisfied" Remarks was approx... 36.3% as per grading system. Feedback rating to be improved to > 70%.
4. Analysis of active GROs on CPGRAMS Portal: The percentage of active GROs was 29 % as on 06.05.2024. Active GROs has to be 100 % as per DARPG guidelines.
5. ATR: Cases to be resolved and closed after selecting fully resolved option only and with proper ATR.
6. Disposal of re-opened cases: Reopened PG cases should be closed in the first instance itself with a conclusive report.
7. Redressal of complaints labelled as "Urgent", "Taken Up", and "Corruption category" to be expedited on priority basis.

It may be noted that review meetings are held by DoT with all TSPs on monthly basis .Redressal of grievances is under strict vigil and is monitored at the highest level in DOT/DPG/DOPPW/PMO/DARPG.

Hence in view of the points emphasised by DoT and for achieving it, following measures are recommended for strict adherence please.

- Maintain average grievance redressal timeline of 5 days. Address the 0-15 days cases on priority.
- All grievances related to telecom services should be resolved within 48 hours. This is in accordance to DOT OM no /3037357/2022 dated 28.02.2022, wherein it is stated that Hon'ble Minister of State for Communications, in a meeting with DGT/Field units, has desired to dispose of network related grievances received by field units within 48 hours.
- Network related complaints may kindly be redressed up to satisfaction of the complainant. Please state the current network coverage status in the concerned area along with action taken for improvement of network and future plan for further improvement of network coverage. (Please note that these are Taken Up cases by TERM Cell).
- In case it is not feasible to accede to the request made in the grievance, a reasoned reply may be issued to the aggrieved citizen within 48 hours.
- GROs to be created up to BA level only and ensure that they login 20 times in a month.
- All cases to be closed by selecting Fully Resolved option along with conclusive and reasoned ATR, uploaded in the first instance itself.
- All taken up DPG and DOPPW cases should invariably be closed with conclusive reply only.

All Circle Heads/ Unit Heads at BSNL CO and Circle PG officers are requested to ensure that maximum cases are redressed on daily basis and the ATR is updated in the CPGRAMS portal. It may also be ensured that pendency of cases beyond 30 days is NIL.

This issues with the approval of competent authority.

DGM CDN, BSNL CO

Enclosures: as above.

F. No. 2-1/2023/PG/1
Government of India
Ministry of Communications
Department of Telecommunications

Dated: 30/05/2024

**Minutes of the meeting held with the Nodal Public Grievance Officers of BSNL & MTNL on
27th May' 24**

A virtual meeting was held with the Nodal Public Grievance officers of BSNL and MTNL on 27th May, 2024 at 3.30PM to review the pendency and disposal of public grievances on CPGRAMS maintained, operated and monitored by DARPG. Meeting was chaired by Sr. DDG (PG) DoT. List of participants is attached in the Annexure.

2. A presentation was given by PG wing, DoT on the status of redressal of Public Grievances and Appeals for the month of April, 2024. The following were the main highlights of the presentation:
3. All the four parameters of GRAI Index (Efficiency, Feedback, Domain, Organization Commitment) along with their Indicators were discussed in detail. Their definition and method of calculation were also reiterated. Ranking of DOT w.r.t. GRAI was also discussed and explained. Feedback GRAI parameter is low because of which overall ranking is being affected, therefore all the Nodal Officers are required to do more efforts in this direction. This point was discussed in earlier meetings also.

Further following details of GRAI parameters were discussed in the meeting in respect of each TSP -

A) BSNL:

- i) The total no. of PG cases received were 1322. The percentage of grievances redressed within timeline was 87.7% of total PG cases received in the month of April and it was told to improve it further to min. 95%. The total Appeal cases in the month of April'24 were 305 and percentage disposal of Appeals were 93.4% and it was told to improve it further. The average Grievance disposal time was 5 days.
- ii) **Feedback:** The percentage of Appeals filed were 25.4%. It was discussed and decided to bring it low preferably below 15%. The percentage of Resolution with "Satisfied" Remarks was approx. 36.3% as per grading system. Nodal officer was asked to improve the feedback rating and keep it above 70%.
- iii) The ratio of PG cases received vis-à-vis GROs was 2.9. Nodal officer was asked to significantly improve it and the percentage of active GROs was 29.5% as on 06/05/2024. Active GROs has to be 100% as per DARPG guidelines.

B) MTNL:

- i) The total no. of PG cases received were 204 and the percentage of grievances redressed within timeline was 76.5% of total PG cases received in the month of April. The disposal percentage is very low for MTNL, and was told to improve this parameter more than 90%. The total Appeal cases in the month of April'24 were 53 and percentage disposal of Appeals were 92.4% and it is required to be improved further. The average Grievance disposal time were 10 days. It was directed the Nodal Officer to improve upon.


- ii) **Feedback:** The percentage of Appeals Filed was 26.3%. It was discussed and decided to bring it low preferably below 15%. The percentage of Resolution with "Satisfied" Remarks were approx. 40% as per grading system. Nodal officer was asked to improve the feedback rating and keep it above 70%.
- iii) The ratio of PG cases received vis-à-vis GROs were 4.1. Nodal officer was asked to significantly improve it and the percentage of active GROs was 38% at the end of April' 24. Active GROs has to be 100% as per DARPG guidelines.

4. Following are the areas/indicators which were identified during the course of the meeting that require improvement as per DARPG guidelines -

- a) **Indicator 2** - % of Appeals Redressed
- b) **Indicator 6** - % of Appeals Filed
- c) **Indicator 7** - % of Resolution with "Satisfied" Remarks
- d) **Indicator 11** - % of Active Grievance Redressal Officers (GROs) Nodal officers were again directed to ensure that all GROs should be active by logging in PG portal regularly as per directives of the DARPG.
- e) Nodal Officers were asked to resolve the complaints labelled as "Urgent" and "Corruption category" on priority basis.
- f) Disposal of re-opened cases – Both the Nodal Officers should ensure that reopened PG cases should be NIL by conclusive resolution in the first instance itself. BSNL Nodal Officer were directed to close the reopened PG case urgently by conclusive resolution.
- g) ATR: It was observed as per DARPG March Report that some cases were still redressed as "partially resolved" and "unresolved". Nodal officers were again asked to ensure that cases may be resolved and closed after fully resolved with proper ATR.

5. The nodal officers of BSNL and MTNL assured to look into all the above mentioned points.

Meeting ended with the vote of thanks.


(Pankaj Goyal)
Director (MOC-PG), DoT

Copy to:

- 1. Member (Services), DoT
- 2. CMD, BSNL/ CMD MTNL.
- 3. All participants.

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3	Sh. Lokesh Kumar K.	ADET (PG), DoT
Name & Designation of Nodal Officers from TSPs		Name of TSP
1	Sh. Rajeev Kumar Kaushik, PGM (CDN)	BSNL (Nodal)
2	Sh. A. K. Singh, GM (OP)	MTNL (Nodal)
3	Sh. Ajay Kumar Verma, DM	MTNL

