



Bharat Sanchar Nigam Ltd.

Public Grievances Cell

#C-11, I.R. Hall, Eastern Court, Janpath, N. Delhi-110001

No. 7A-I-1/2012-PG

Dated: February 06, 2012

To

All Chief General Managers

Telecom Circles and Calcutta & Chennai Telecom Districts.

Subject: Adoption of uniform procedure for handling of consumer complaints.

A meeting was held by Secretary TRAI on 9th January, 2012, with all Telecom Service Provider regarding adoption of uniform procedure for handling of consumer complaints (Copy of minutes enclosed). It has been decided that all complaints will hereafter be sent through e-mail to the concerned service providers. **For this purpose a new e-mail traipg@bsnl.co.in has been created. The complaints received from TRAI through e-mail will be sent to Telecom Circles/ Telecom District on PGRMS portal in TRAI-Mail category for redressal within a period of seven days. TRAI has directed that the complaints received are to be redressed and action taken must be submitted in the MIS Sheet on weekly basis.**

It is requested that reply of the complaints forwarded, has to be submitted in the MIS Sheet after completing the last two columns i.e. Date of disposal of complaint by BSNL and Remarks of BSNL on disposal of complaint. Action taken report should also be sent to the complainant.

(R.L. Meel)

AGM (PG)

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Telecom Regulatory Authority of India
New Delhi

Dated the 10th January, 2012

Minutes of the Meeting held with the Regulatory Heads of Service providers on
9.1.2012 to discuss adoption of uniform procedure by service providers in
handling of complaints forwarded by TRAI

A meeting of Regulatory Heads of service providers was held in the Conference Room of TRAI on 9.1.2012 under the Chairmanship of Secretary In-Charge, to discuss adoption of uniform procedure by service providers in handling of complaints forwarded by TRAI. Advisor (ER), Advisor (QoS) and Advisor (MN) were also present in the meeting.

2. Secretary in-Charge welcomed the participants and explained the purpose of the meeting. He pointed out that complaints of consumers received in TRAI are forwarded to Service Providers generally from 4 Divisions, i.e. CA, ER, MN & QoS Divisions. All complaints will hereafter be sent through e-mail to the concerned service providers, under unique identification numbers for each Division as indicated below:

- complaints forwarded by MN Division : M010001
- complaints forwarded by ER Division : T010001
- complaints forwarded by QOS Division : U010001&V010001
- complaints forwarded by CA Division : C010001

(First letter identifies the Divn, '01' the 1st month January, '02' for February and so on and '0001' continuous serial number allotted to the complaint). Special complaints will carry an indication as such by suffixing 'SPL' at the end of the identification number, e.g. C010001SPL.

3. The format of forwarding the complaints may vary from division to division, but the MIS sheet will contain the basic information, such as name and phone number of the complainant, nature of complaint and provision to report back its resolution/redressal by service providers.

4. All complaints received in the Divisions will be forwarded to two e-mail ids of concerned Service providers. The Regulatory Heads will communicate the two e-mail ids before 11.01.2012 to TRAI. The service providers will report redressal/resolution of complaints by return e-mail through the same MIS sheet, on weekly basis.

5. The new system will become operational by 16.01.2012. All the old pending complaints are to be disposed of before 25.01.2012.

The meeting ended with a vote of thanks to the Chair.

(Mathew Palamattam)
Joint Advisor (CA)

E-mail: jaca@traigov.in

To

All participants

Copy to: 1. Sr.PPS to Chairman

2. P.S. to Member - 1

Sr. R-S. (A.M. Pegh. II)

M/186-B