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Government of India
Ministry of Communications & IT
Department of Telecom
PG&I Section, MZ-01
Sanchar Bhawan, 20, Ashoka Road
New Delhi.-110001

Subject:- Uploading of updated information pertaining to PG Cell of DOT.


The undersigned has been directed forward herewith a copy of the updated information approved by DDG(PG) pertaining to Public Grievances Cell of DOT .

The updated material may kindly be uploaded on the Website of DOT .

Soft copy has also been sent by mail on mail address dotwebadmin@gmail.com

X |

enc (3)


(Veena Bhat Pandita)
Asstt. Director General (PGL)
Tele: 23036504

Recd. by
2/8/11

The Director (IT), DoT Sanchar Bhawan, New Delhi
U.O. No. 13-11/2011/PG&I dated: 29-07-2011

Copy to :- Shri B M Sharma , Under Secretary (C&A), 5ht Floor
DOT for information w.r.t. letter No 10-4/2010-RTI dated 29-06-2010.

for uploading the
necessary information
as per 'X' above.
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ADG (IT-IT)

PG CELL

1. Indian Telecommunication Sector has undergone a major process of transformation through significant policy reforms, particularly beginning with the announcement of NTP 1994 and was subsequently re-emphasized and carried forward under NTP 1999. Driven by various policy initiatives, the Indian telecom sector witnessed a complete transformation in the last decade. As of now, Department of Telecommunications is mainly performing the role of licensor and policy maker. As per licensing conditions:

"Any dispute, with regard to the provision of SERVICE shall be a matter only between the aggrieved party and the LICENSEE, who shall duly notify this to all before providing the SERVICE. And in no case the LICENSOR shall bear any liability or responsibility in the matter. The LICENSEE shall keep the Licensor indemnified for all claims, cost, charges or damages in the matter."

2.

2.1 Telecom Regulatory Authority of India, (www.trai.gov.in) an independent legal entity, was established to regulate the telecommunication services and discharge the various functions, two of them are as follows :-

2.1.1 To ensure compliance of terms and conditions of license which includes customer service, Tariff etc.:

2.1.2 To lay down the standards of quality of service to be provided by the service providers and to ensure the quality of service and to conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication services;

2.2 TRAI has notified a number of Directions / Regulations/Guidelines to address the major issues related to consumers. Some of them are as follows:

2.2.1 Telecom Consumers Protection and Redressal of Grievances Regulation, 2007 on 4th May 2007 which provides for speedy, effective and inexpensive redressal of grievances of consumers by the services provider.

2.2.2 Quality of Service (code of practice on metering and billing accuracy) Regulation, 2006 on 21st March 2006; for protecting the interest of consumers relating to metering and billing.

2.2.3 Quality of Service (time period of resolution of billing complaints, refund of dues/security deposits to consumers, rectification of calls, rebate in rent for delayed rectification of faults etc.) of Basic and Cellular Mobile Telephone Services, Regulations on 1st July 2005 and reviewed thereafter on 20th March 2009.

2.2.4 Direction on 16th September 2005 regarding not to offer / market / advertise in a manner that is likely to mislead the consumers.

2.2.5 Guidelines to Telecom Service Providers regarding Collection of dues by outsourced agencies engaged by them on 16th November 2007; for addressing the concerns of consumers relating to collection of dues.

The compliance of above Directions / Regulations is monitored by TRAI. Whenever deficiencies/violation of TRAI Orders / Directions / Regulations are noticed, TRAI takes up the issue with the concerned Service Provider for remedial action. However, Telecom Regulatory Authority of India Act 1997 does not envisage redressal of individual complaints by TRAI. The compilation of the measures taken by TRAI to protect consumer's interest is available at the TRAI's website <http://www.trai.gov.in/ConsumerInterest.asp>

3. Telecom services are being provided in the country by government PSUs viz. MTNL/BSNL & Private Operators. These companies are having their own consumer grievances redressal mechanism which is primarily responsible for redressal of all types of complaints of their consumers. The Nodal Officer at headquarter level in respect of PSUs, are:

BSNL: Shri Rajveer Sharma, G.M (Coordination) BSNL Corporate Office Statesman House, Barakhamba Road, New Delhi-110001. Contact No. 011-23717055 Fax No. 011-23312021 e-mail id gmedn@bsnl.co.in

MTNL : Shri D.C.Gupta, G.M (Operations) MTNL Corporate Office, Mahanagar Door Sanchar Bhawan, J.L.Nehru Marg, Minto Road, New Delhi. Contact No.011-23236812 Fax No. 011-23234900 e-mail id gmoco@bol.net.in

All the complainants have to approach to their service provider for redressal of their grievances in the first instance through **“Three Tier Institutionalized Grievances Redressal Mechanism”** of the concerned Service Provider; www.trai.gov.in/serviceproviderslist.asp established by it under Telecom Consumer Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) of TRAI. The three tiers/levels are

- 3.1 Call Centre of concerned Service Provider.
- 3.2 Nodal Officer of concerned Service Provider.
- 3.3 Appellate Authority within the company of Service Provider.

4. However, in case the grievance is not redressed after exhausting all above three levels (3.1 to 3.3) of the concerned Service Provider as per prescribed procedure, the individual complainant without prejudice to his right to approach an appropriate Court of Law may approach Public Grievance Cell of Department of Telecommunications (DoT), Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001 along with documentary evidence for non-redressal of his grievance at concerned Service Provider level . He may submit grievance in either of the following ways:-

- (a) By Hand : Information & Facilitation Counter, Sanchar Bhawan, 20,Ashoka Road, New Delhi-110001.
- (b) By Post : Public Grievances Cell, Deptt. Of Telecom, Room No. 518,Sanchar Bhawan,20,Ashoka Road, New Delhi 110001.
- (c) Through FAX : FAX No. 011- 23357777
- (d) Through Phone : Phone No. 011- 23356666
- (e) By Web Portal :www.pgportal.gov.in

4.1 The complaint so received is forwarded to the concerned service provider with a direction to take appropriate action and to inform the complainant regarding the action towards the redressal of the grievance.

4.2 The grievance is to be redressed by concerned service provider only. PG Cell of DoT acts only as a facilitator in the redressal process and is not vested with any power to penalize the service provider for not redressing the grievance to the satisfaction of the complainant or for delay in redressing the grievance.

5. In case complainant is not satisfied with the decision taken by service provider or delay in redressal of grievance at any point of time /stage in the above process (3 & 4), the complainant is free to approach an appropriate court of law/ any other appropriate forum against the service provider in view of Para 1 above, including seeking relief through Arbitration under section 7- B of Indian Telegraph Act.

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6. While referring a case for an Arbitration, an application on plain paper for Appointment of Arbitrator should be sent to the Secretary Telecom, Department of Telecom, Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001 alongwith Brief History of case dispute and copy of all supporting documents.

Details of Officers in PG CELL

Designation of PG Officer	Name	Tel.No.	FAX.No.	Postal address
Dy. Director General(PG)	Shri S.S.Singh	011-23372131	011-23372605	1210, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
Director(PG)	Shri R.K.Singh	011-23710537	011-23712350	1207, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
DE(MOC - PG CELL)	Shri P.K.Jain	011-23036606	011-23357777	518, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
ADG(PG-I)	Ms. V.B.Pandita	011-23036504	011-23372582	MZ-01, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
ADG(PG-I)	Ms. V.B.Pandita	011-23036504	011-23372582	12 th Floor, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
ADG(PG-II)	Shri V.K.Sethi	011-23036934	011-23372582	12 th Floor, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001
ADG(PG-III)	Shri M.L.Sindhi	011-23036717	011-23372582	12 th Floor, Sanchar Bhawan, 20, Ashoka Road, New Delhi 110001

Director(PG) is available for visitors on every Wednesday from 10:00 A.M. to 01:00 P.M.