

Government of India
Ministry of Communication & Information Technology
Department of Telecommunications
Public Grievances & Investigation Section
12th floor, Sanchar Bhawan, 20-Ashoka Road, New Delhi-110001

MINUTES OF THE MEETING

A meeting cum orientation programme for the officers of newly created Public Grievances Cells of DoT in various Telecom Circles was organised in the conference room on 13th floor at Sanchar Bhawan on 12th July, 2013. The list of the officers who participated in the meeting is enclosed. Following is the records of discussions and proceedings held during the event/programme.

The meeting started with the welcome address by DDG(PG), DoT and a self introduction by the participants. Thereafter Advisor (Operations), DoT addressed the meeting. He apprised with the status of grievances redressal of DoT vis a vis other departments. However, he was of the view that things need to be improved further and hoped that the status would improve now with the posting of PG Officers in various states/ Telecom Circles. He further stated that the present move is in accordance with the provisions of New Telecom Policy (NTP), 2012 which stipulates the strengthening of the existing grievance redressal mechanism.

Thereafter Advisor (Technology), DoT addressed the gathering and stressed over the importance of Quality of Services and the improvement thereof. He emphasized that the criterion used / relied upon by the Regulator in assessing the QoS depends upon the statistical measurements and that too over a long span of time (usually a quarter) and data is either provided by service provider himself or measured by an outsourced agency. The present practice does not guarantee the reliability and availability of Quality services in the area and fails to explain the dissatisfaction observed among the service recipients/availability of dark spots. He was of the view that the newly created cells would be in a position to provide effective feedback with due evidences/ observed data to the Regulator which may help in evolution of more meaningful & effective Regulations.

Membet (T) while addressing the gathering welcomed the participants and advised them to remain in touch with /technological developments taking place in telecom arena. He stated that the problems faced by the new establishments are already in the knowledge of all concerned and would be resolved in due course of time.

Member (S) addressed the gathering thereafter and stressed on the need to bring a change in the outlook, attitude and broadening of vision. He emphasised that since Officers have opted for the Government, it becomes imperative on their part to be well aware of the procedures and the involved processes of the government functioning. Further new Telecom policy (NTP2012) has come in force, everyone should be well conversant about the provisions contained therein. He emphasised the need among the participants to be well aware of the developments that are

ongoing in the various areas underlying with DoT apart from their routine activities. This is essential as the officers may handle in future the other responsibilities in DoT setup such as that of Licensing, spectrum, policy etc. He pointed out that the newly created establishments are having issues/problem and that the DoT is aware of the issues and the same are likely to be resolved/streamlined in due course of time. He stated on the point that Quality of Service (QoS) as such is in the TRAI's/ regulators domain and that the role of the PG Officers are of a facilitator, rather than getting involved in the issue. He hoped that the state of affairs would improve further with the present induction of new incumbents and wished the instant programme a success.

Thereafter DDG(PG) apprised in detail the duties assigned to the PG cells and what is expected of them while discharging the said duties.

Thereafter a presentation was made to the participants to apprise them with the existing practices, framework and setup in vogue for handling the grievances received in PG cell of DoT. This has broadly included the discussions on the following :

1. The nodal agencies for redressal of Grievances in Govt of India, their directives and the role of PG officer in the process.
2. Operating environment and various sources from which the grievances are usually received in DoT, grievance processing mechanism, type of grievances received and benchmarks/standards to be observed while processing the receipts.
3. The grievance redressal mechanism in the telecom sector; the arrangements thereof with the service providers. The role of Regulator and the relevant regulations in the context were also discussed.
4. The mechanism in place at DoT HQ for handling/processing the grievances.
5. Citizen charter of DoT and the existing service standards of public grievance redressal process (service) in the same.

In the afternoon session a presentation was made by the NIC team apprising the gathering with the various facilities and the use of CPGRAMS; as a tool to enable a PG officer to handle the activities assigned to him. NIC demonstrated the path of grievance flow thereby covering all aspects involved in the lifetime of a grievance such as Assessment, forwarding, processing of returned cases, handling of case reports submitted by the forwarding organisations, seeking clarifications and closure of cases, sending acknowledgement and response to complainant from the portal for directly booked/postal receipts.

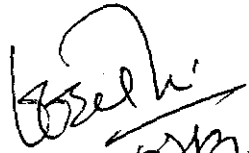
Thereafter participants had a Hands on Experience on the portal for making them conversant with the facilities/features of the CPGRAMS.

Thereafter a talk on Quality of services with a real case study was delivered by Advisor (Technology) DoT for the benefits of participants and bringing more clarity on the issue of QoS. It was explained how the statistical measurements may fail to indicate the real status of the services was made clear to the participants. He also

advised them to use their experience and contribute at the international level in the /area of their interest. The requisite details and the processes involved there in were explained by Director (IR) DoT to the participants.

The meeting ended on a note by the participants that they now have an altogether different perspective of public grievances and would make all out efforts to meet the objective (s) of setting up of new grievances cell. The meeting ended with a vote of thanks by DDG(PG) DoT.

Encl;- List of Participants.


(V.K.Sethi)
ADG(PG-I)

No;- 13-8/PG&I/2013-2014

Dated 02/08/2013

Copy to:- 1. PPS to Member(S)


2. PPS to Member (T)

3. PPS to Advisor(T)

4.PPS to Advisor(O)

5. All Participants.

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ADG (IT) 
2/8/13

List of Participants.

Sl. No.	Name	Designation
1.	Sh. N.K.Singh	DDG(PG), Jaipur
2.	Sh. M.A.S.Reddy	DDG(PG), Hyderabad
3.	Smt. T.S.Sivakamy	DDG(PG), Mumbai
4.	Sh. Imtiaz Ahmad	DDG(PG), Bhopal
5.	Sh. D. Pandit	DDG(PG), Patna
6.	Sh. S.K.Radha	DDG(PG), Chennai
7.	Sh. K. Anand Kumar	DDG(PG), Thiruvananthpuram
8.	Sh. T.S.Srinivas	Director(PG), Chennai
9.	Sh. R.L.Meena	Director(PG), Jaipur
10.	Sh. Yatish Katheria	Director(PG), Lucknow
11.	Ms. Pallavi Tandon	Director(PG), Raipur
12.	Ms. Rachna Singh	Director(PG), Bhopal
13.	Sh. A Gupta	Director(PG), Dehradun
14.	Sh. Giriraj Garg	Director(PG), Ahmedabad
15.	Sh. A.K.Choudhary	Director(PG), Patna
16.	Sh. Jagdish Chandra	Director (PG) DoT HQ, New Delhi
17.	Sh. S.S.Singh	DDG(PG), DoT HQ, New Delhi
18.	Sh. R.K.Singh	Director (PG), DoT HQ, New Delhi
19.	Sh. A.K.Verma	Director (PHP), DoT HQ, New Delhi
20.	Sh. M.L.Sindhi	ADG(PG-III), DoT HQ, New Delhi
21.	Sh. V.K.Sethi	ADG(PG-II), DoT HQ, New Delhi
22.	Sh. R.S.Rana	ADG(PHM), DoT HQ, New Delhi