

**No.13-15/2013-14/PG& I**  
**Government of India**  
**Department of Telecommunications**  
**Sanchar Bhawan, New Delhi-110001**

Dated: 23<sup>rd</sup> May, 2013

**CIRCULAR**

This is with reference to DoT order No. 12-6/2013-STG-I dated 16.5.2013 vide which officers at SAG and JAG level have been entrusted with the broad functional responsibilities of different functional areas, including Public Grievances (PG).

2. In order to discharge the duties relating to functional responsibilities of PG Wing of DoT, these officers are required to get themselves acquainted with the present policies, procedures, and methods which provide the framework for handling the PG functionalities of DoT. Some of the documents (not exhaustive) which are useful and available in public domain at DoT/TRAI's web sites; and which may be gone through for the above purpose are as below:-

a. National Telecom Policy, 2012 document available on DoT website under the icon "Telecom policy", especially with regard to provisions/ stipulations pertaining to Public grievance (PG)/ Quality of Services (QoS) and all such sections having bearing on PG/QoS.

b. Compilation of Guidelines for Redressal of Public Grievances- Document issued by Department of Administrative Reform & Public Grievances, Ministry of Personnel, Public Grievances and Pensions. The said document which is available on DARPG's website (<http://pgportal.gov.in/Policy.aspx>) contains the Guidelines/provisions issued by the above said nodal ministry for handling public grievances in Govt. of India including Staff Grievances and Citizen Charter.

c. TRAI has notified a number of Directions/ Regulations/ Guidelines to address the issues relating to telecom consumers. The TRAI's web site ([www.trai.gov.in](http://www.trai.gov.in)) may be visited for detailed information on the measures taken by TRAI to protect consumer interest (<http://www.trai.gov.in/Content/mpci.aspx>). The important Regulations requiring focussed attention in this regard are:-

i) "Telecom Complaint Redressal Regulations 2012" issued by TRAI on 05/01/2012, in replacement of the earlier Telecom Consumers Protection and Redressal of Grievances Regulation, 2007, for providing speedy, effective and inexpensive redressal of grievances of consumers by the services provider.

ii) "The Telecom Consumers Protection Regulations, 2012" which provide for various measures for consumer's protection.

iii) "The Standards of Quality of Service of Basic Telephone Service (wire-line) and Cellular Mobile Telephone Service Regulations, 2009 (along with subsequent amendments)" which provide benchmarks for fixed/ mobile services.

iv) The Standards of Quality of Service for Wireless Data Services Regulations, 2012 (26 of 2012) which provide the benchmarks for wireless data services.

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

d. The quarterly performance reports issued by TRAI (which is based on data reported by service providers to TRAI) in respect of all service providers indicating their performance against the QoS benchmarks in respect of landline, mobile and broadband services may be gone through to assess the status of QoS in respect of the telecom services in your area. (These reports are available on TRAI website).


e. TRAI also publishes report of the independent agencies engaged for the objective assessment of quality of services and customer satisfaction survey of Telecom Services in various License Areas (The document is available on TRAI website). The same may also be gone through to have a feel of perception of the consumers regarding the services in your area.

f. DoT has adopted/ implemented the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), a web based portal developed and maintained by NIC, Govt. of India, for handling the Grievances received in DoT. As the officer in the PG Cells would be using this system, it is requested that the user manual thereof, available on the DARPG website, may also be gone through.

3. As the officers would also be handling the RTI applications of the complainant they are required to go through the text of RTI Act, 2005 and the provisions therein in order to handle the same in due course.

4. A meeting of all officers entrusted with PG functionalities is proposed to be organised in the first week of June 2013, to brief and interact with the concerned officers of DoT HQ. During the proposed meeting, these officers are expected to actively participate in the discussions for evolving the process of systematic implementation of various aspects linked with broad scope of PG functionality. Accordingly, all PG officers are requested to acquaint themselves with the above mentioned documents/ details. The date of the meeting shall be intimated separately.

5. Further, on getting relieved from TEC/ parent unit, the officers are requested to assume the charge at their respective places of posting, and submit the charge report in ACG-61 to the concerned TERM Cell, from where they would be drawing their salary. A copy of the charge assumption report and contact details may also be sent to DDG PG, DoT HQ.

  
(V.K. Sethi) 23/07/13  
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- Copy to :1. Director (Estt.) TEC % Sr.DDG(TEC) for information & intimation to all concerned.  
2. Director (IT) DoT with request to upload the circular on DoT website  
3. Office copy.