

**MANUAL FOR CONSUMERS' EDUCATION AND  
PREVENTION OF THEIR GRIEVANCES**

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## **ABOUT US**

Bharat Sanchar Nigam Ltd. formed in October, 2000 having Pan India presence is one of the largest Telecommunications Company. BSNL has largest installed Quality Telecom Network in the country with focus on improving it, expanding the network and introducing new telecom services. The company has vast experience in Planning, Installation, network integration and Maintenance of Switching & Transmission Networks and also has an in house world class ISO 9000 certified Telecom Training Institute.

## **OUR MISSION**

- To provide world class State-of-art technology telecom services to its customers on demand at competitive prices.
- To provide world class telecom infrastructure in its area of operation and to contribute to the growth of the country's economy.

## **OBJECTIVES**

- To be a Lead Telecom Services Provider.
- To provide quality and reliable fixed telecom service to our customer and there by increase customer's confidence.
- To provide mobile telephone service of high quality and become no. 1 GSM operator in its area of operation.
- To provide point of interconnection to other service provider as per their requirement promptly.
- To facilitate R & D activity in the country.
- Contribute towards:
  - i. National Plan Target of 500 million subscriber base for the country by December 2010.
  - ii. Broadband customers base of 20 million in India by 2010 as per Broadband Policy 2004.
  - iii. Providing telephone connection in villages as per government proposition.
  - iv. Implementation of Triple play as a regular commercial proposition.

**Registered and Corporate Office:**

**Bharat Sanchar Bhavan.  
Harish Chandra Mathur Lane  
Janpath, NewDelhi-110001**

**Chennai Telecom District Circle Office Address**

**Bharat Sanchar igam Limited,  
Chennai Telecom District  
78, Purasawalkam High Road,  
Chennai 600010.**

## SERVICES WE PROVIDE

BSNL serves its customers as a one stop solution to all telecommunication needs with possibly the largest bouquet of telecom services; Wireline, CDMA mobile, GSM Mobile, Internet, Broadband, Carrier service, MPLS-VPN, VSAT, VoIP services, IN Services etc. The company offers wide ranging & most transparent tariff schemes designed to suite every customer. The services being offered across the Indian subcontinent barring the cities of Delhi and Mumbai are:

- Telephone
  - New Telephone Connection
  - Shift And Transfer Of Telephone •
  - Phone Plus Service
- Mobile Phone
  - BSNL Mobile Post-paid Services •
  - BSNL Mobile Pre-paid Services •
  - Unified Messaging
  - GPRS/WAP/MMS
  - SMS & Bulk SMS
- WLL Mobile
- Internet
  - Network
  - Broadband
  - Wi-Fi
  - Co-Location Service •
  - Web Hosting
  - Sancharnet
  - SMS & Bulk SMS
- BSNL Broadband
- MPLS VPN

- ISDN
- Leased Line
- Intelligent Network
  - Free Phone Service
  - Premium Rate Service
  - India Telephone Card
  - Virtual Private Network (VPN) •

Voice VPN

- Universal Number
- Universal Personal Number •

Tele Voting

- Video Conferencing
- Audio Conferencing
- I Net
- Telex/ Telegraph
- Epabx
  - EPABX
  - Free EPABX
  - Centrex
- HVnet
- Rabmn
- Inmarsat
- Ku-Band
- Transponder

## WHAT WE REQUIRE

### (Terms and conditions of services offered by the BSNL)

Our telecom services are offered subject to the following *general* terms and conditions:

- i) The services are for bonafide use of the customer/ his family / organisation.
- ii) Any person, including foreign national with valid passport, who is major( In case of minor , through guardian) can apply for a telecom service.
- iii) The subscriber shall not allow use of the telecom service offered to him for any unlawful activity.
- iv) The provision of service is subject to the directions issued by government from time to time.
- v) The fixed services are meant for specified location and the subscriber is not authorized to shift the same without permission of BSNL.
- vi) The services are offered subject to regular payment of bills by the subscriber failing which BSNL may suspend temporarily or disconnect or withdraw the service at its sole discretion.
- vii) While BSNL shall endeavor to ensure un-interrupted service of reasonable quality, it can not be held responsible for any deficiency or interruption in service due to reasons beyond its control.
- viii) BSNL at its sole discretion may revise the tariff rate subject to TRAI regulations.
- ix) The services can be suspended without prior notice by BSNL in the interest of public safety or maintenance of law and order or other such exigencies.

*Note: In addition to above, terms and conditions specific to any service or service area including Tariff are available along with the Application Forms or can be had from local BSNL offices or downloaded from our website [www.bsnl.co.in](http://www.bsnl.co.in)*

*Scheme and Plan specific rebates and concessions may vary from Service Provider to Service Provider and from Telecom Circle to Telecom Circle and may be obtained from their respective web-sites.*



## PROCEDURES AND REBATES

### Procedure for shifting and transfer of telephone, provision of accessories and customer premises equipment (CPE).

**Shifting:** The customer is required to submit application in the prescribed format available in local BSNL office to the Customer Service Centre of the area. The application can also be down loaded from BSNL website [www.bsnl.co.in](http://www.bsnl.co.in).

**Eligibility for shifts:** The telephone should have worked for one and a half years or registration date of telephone falls within release period of general/spl category in the exchange to which it is required to be shifted.

**Transfer of telephone:** Transfer of telephone is permitted after issue of first bill without any pre condition. The application should be in prescribed format.

**Provisions of accessories and CPE:** BSNL provides telephone instruments and internal wiring at the premises of the new customer. The customer is free to provide his own telephone instruments and/or internal wiring and the following rebate is allowed in that case: -

### Rebate in installation charges on provision of internal wiring/instrument by subscriber:

A rebate is admissible in installation charges as mentioned below if internal wiring and/or instrument is provided by the subscriber himself: -

Items provided by subscriber himself	Rebate to be allowed	
	Exchange system with less than 500 lines	Exchange system with more than 500 lines
Internal Wiring only	Rs. 100/-	Rs. 250/-
Instrument only	Rs. 200/-	Rs. 250/-
Both Internal wiring and instrument	Rs. 300/-	Rs.500/-

## **SHOULD YOU REQUIRE ANY HELP**

### **(Call Centre or help line numbers)**

BSNL strives to provide uninterrupted telecom services always, we do have an extensive infrastructure to attend any service related problem on '198 service' whereby the subscriber has only to call local number 198 for booking and 'no delay' rectification of fault. However, they can also use following toll free numbers for booking of their problems at our Call Centres set up for Basic Telephone, Mobile Services, Broadband and other Data Services. Should they require further help, they may also contact the designated Nodal Officers in their own SSA.

- For basic services including broadband services:1500 (toll free number)
- For GSM Mobile services: 9400024365 (toll free number).
- For Broadband &Internet services: 1500 (toll free number).
- For MPLS & Other Data services: 12676 (toll free number).
- Do not call activation / de-activation for landline and mobile services : 1909 (toll free number)

*Names and designations of nodal officers of the SSA/circle along with their e-mail, contact telephone numbers, facsimile numbers and address of the nodal officers and the appellate authority are given in Annexure.*

## WHAT WE ASSURE

### (The quality of service benchmarks)

BSNL is committed to provide state of the art uninterrupted Telecom services to its customers and comply with the quality benchmarks as prescribed by TRAI or set forth by itself from time to time. Failing these benchmarks, provision exists for rebates as prescribed for various services as following :

(A) Quality of service benchmarks (including provisions relating to rebate) as admissible to consumers for Basic services (wired line):basic service (wireless) and cellular mobile telephone service: The following benchmarks are prescribed:

<b>Serial Number (1)</b>	<b>Service Parameter (2)</b>	<b>Time Limit for service request or redressal of complaint (3)</b>
(i)	Provision of Telephone	All cases within seven days (subject to technical feasibility)
(ii)	Fault Repair	Within three days
(iii)	Shift of Telephone	Within three days
(iv)	Closures	Within twenty four hours
(v)	Percentage of Billing Complaints resolved with in four weeks	All billing complaints to be resolved within four weeks.
(vi)	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within sixty days after closure.

(B) Quality of service benchmarks (including provisions relating to rebate) as admissible to consumers for basic service (wireless) and cellular mobile telephone service: The following benchmarks are prescribed:

<b>Serial</b>	<b>Service Parameter</b>	<b>Time Limit for service request or redressal of complaint</b>
(i)	<p>Billing Performance</p> <p>(a) Percentage of Billing Complaints resolved with in four weeks</p> <p>(b) Period of all refunds /payments due to customers from the date of resolution of complaints</p>	<p>(a) All billing complaints to be resolved within four weeks.</p> <p>(b) All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.</p>

(C) The bench marks (including provisions relating to rebate) as admissible to consumers for broadband service: The following benchmarks are prescribed

<p style="text-align: center;"><b>Serial Number (1)</b></p>	<p style="text-align: center;"><b>Service Parameter (2)</b></p>	<p style="text-align: center;"><b>Time Limit for service request or redressal of complaint (3)</b></p>
(i)	Service Provisioning /Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days
(iii)	<p>Billing Performance</p> <p>(a) Percentage of Billing Complaints resolved.</p> <p>(b) Time taken for refund of deposits after closure</p>	<p>(a) All billing complaints to be resolved within four weeks.</p> <p>(b) All cases of refund of deposits to be made within sixty days after closure.</p>

## **IF YOU HAVE A PROBLEM OR GRIEVANCE**

### **(Complaint Redressal Mechanism)**

BSNL ensures prompt rectification of any fault or complaint booked through its extensive grass root level online fault restoration system (FRS). However, in case you still have your problem unsolved timely, BSNL has implemented a **three tier consumer grievance redressal mechanism comprising of call centres for various services, nodal officers at SSA and Circle level and an appellate authority for deciding cases that the consumers may wish to appeal against. This system is in conformance with and compliant to Telecom consumers Protection and Regulation of Grievances Regulation 2007(3 of 2007).** As a first step, you may contact our Call Centre on toll free helpline numbers given earlier.

#### **1. Procedure for handling grievances by Call Centres.**

The Call Centres, immediately on receipt of your complaint:

- (a) Shall register such complaint by allotting a unique identification number to be called the docket number;
- (b) Communicate, at the time of lodging the complaint, the unique identification number to be called docket number, date and time of registration of the complaint, to you;
- (c) Record details in respect of such complaint;
- (d) Intimate you
  - (i) Through telephone or other electronic means or any other means; and
  - (ii) Within the time limit specified the action taken on your complaint; and
- (e) give you contact details of the Nodal Officer (including his name, telephone number and address) in case you are not satisfied with the redressal of your grievance or when requested by you.

## **1.1 Time limit for redressal of grievance of consumers by Call Centres.**

(1) Unless specified elsewhere, all complaints relating to fault or disruption of service or disconnection of service shall be redressed within three days from the date of registration of complaint;

(2) Unless specified elsewhere, all other complaints shall be redressed within seven days from the date of registration of complaint;

(3) where lesser time limit has been specified by any other law for the time being in force or other regulations of TRAI or DOT or by BSNL for redressal of grievance, the Call Centres shall redress the grievances of the consumer within such specified time.

In case you are not satisfied with the redressal of your grievance at the Call Centre level or in case the Call Centre within the above time limit does not attend to the complaint, you may approach the Nodal Officer for redressal of your grievance.

## **2. Redressal of Consumer Grievances by Nodal Officers.**

You may approach, by a letter in writing, or through telephone, or web based online filing of complaints or through short message service or through other electronic means and any other means, the Nodal Officer of the concerned SSA of the Circle/District for redressal of your grievance.

In emergent situation, one can approach at the first instance itself a Nodal Officer instead of a Call Centre and the Nodal Officer shall redress the grievance.

### **2.1 Handling of grievances of consumers by Nodal Officers.**

The Nodal Officer shall be accessible to the consumers at the address made available by the public notice and telephone bills, as referred to above register every complaint lodged by the consumers;

1. communicate, within three days from date of the receipt of the complaint, the unique complaint number to the consumer;

2. after taking the remedial measure for redressal of the grievance or decision thereon, intimate, within the time limit specified as below the remedial measure or decision taken, to the consumer.

## **2.2 Time limit for redressal of complaints by Nodal Officer.**

The Nodal Officer shall redress the complaints of the consumer within ten days of the registration of the complaint, provided that complaints relating to fault or disruption of service or disconnection of service shall be redressed within three days from the date of registration of complaint.

In case the consumer is still not satisfied with the redressal of his grievance by the Nodal Officer or in case his complaint is not redressed by the Nodal Officer within the time limit specified or no reply is received regarding resolution of the complaint from Nodal Officer, he may appeal to the appellate authority for redressal of his grievance.

## **3. Appeal to appellate authority for redressal of consumer grievances.**

(1) In case a consumer is not satisfied with the redressal of his grievance by the Nodal Officer, or his complaint remains to be redressed or no reply is received within the period of ten days of the registration of the complaint by the Nodal Officer or three days of the registration of complaint by the Nodal Officer relating to fault or disruption of service or disconnection such consumer may, in writing, make an appeal to the appellate authority of the concerned Circle.

(2) Every appeal to the appellate authority under sub-para (1) shall be made in duplicate, in the Form annexed.

(3) Every appeal under sub-para (1) shall be filed within three months after the expiry of the time limit specified in within the period of ten days of the registration of the complaint by the Nodal Officer or three days of the registration of complaint by the Nodal Officer relating to fault or disruption of service or disconnection:

Provided that the appellate authority may entertain any appeal after the expiry of the said period of three months but before one year from the time limit of ten days of the registration of the complaint by the Nodal Officer or three days of the registration of complaint by the Nodal Officer relating to fault or disruption of service or disconnection



if it is satisfied that there was sufficient cause for not filing it within that period.

(4) Every Telecom Circle/Telephone District shall make available to the consumer the Form of appeal free of charge:

(a) At its every office and sales outlets, and at every office of the Nodal Officer and the appellate authority;

(b) At its website for download by consumers.

### **3.1 Disposal of appeal by appellate authority.**

(1) The appellate authority shall ensure uniformity in the procedure for deciding appeals and comply with the provisions contained in succeeding paras.

(2) The secretariat of the appellate authority shall:-

(a) Register every appeal immediately on receipt of the same and send, within three days of receipt of the appeal, an acknowledgement to the appellant indicating the serial number of the appeal registered;

(b) Forward, within six days from the date of receipt of an appeal, a copy of the appeal to the concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer;

(3) The concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer, shall, within fifteen days from the date of receipt of the appeal forwarded by the Secretariat of the Appellate Authority file in writing its reply;

(4) In case the concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer fails to file its reply within the period specified the appellate authority shall proceed on the basis of the material available on record;

(5) The appellate authority may call for, any information, document or record, from the concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer or the appellant, which may be relevant and necessary for examination and disposal of the appeal, as the case may be;

(6) The concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer and the appellant, shall

provide such information, document or record as the appellate authority may call for;

Provided also that in case a party to the case fails to furnish such information, document or record, the appellate authority, on being satisfied that the party in possession of the record is withholding it, it may decide the appeal after appraising the material available on record and decide the appeal to the best of its judgment on merits.

(7) The appellate authority shall, on receipt of the reply from concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer and on the basis of information, document or record under the para above from and after conducting such inquiry as the appellate authority may consider necessary, and after affording reasonable opportunity of hearing to the parties, dispose of the appeal by passing an order in writing and stating therein the points for determination, the decision thereon and the reasons for the decision;

(8) The appellant, being consumer, may, either appear in person or authorize any of his representative to present his case or send his representation with a request to dispose of the appeal, without being present in person;

(9) The concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer may authorize one or more of its officers or employees to present its case;

Provided that in case the service provider fails to present its case before the appellate authority on the date fixed for hearing, the appellate authority may proceed ex-parte and decide the appeal on merits.

(10) The appellate authority shall decide every appeal within three months from the date of filing the appeal and pass order in accordance with the provisions of sub para-7 above;

(11) The order of the appellate authority shall be communicated in writing within seven days of the order to the appellant and the concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer;

(12) The concerned Section of the Circle office and/or the concerned SSA head and/or the concerned Nodal Officer shall, within fifteen days from the date of receipt of the order referred to above, comply with

the order of the appellate authority and report immediately compliance thereof to the appellate authority;

(13) The appellate authority may decide any appeal with the consent between the parties at any stage of the proceedings and such appeal shall be treated as decided with the mutual consent of the parties.

### **TELEPHONE ADALATS**

In addition to above mechanism of redressal of grievances, BSNL has a popular legacy system of holding periodically Telephone Adalats; both at district and circle level which are well publicized and are open to all subscribers with any complaint.

## WHAT ARE YOUR RIGHTS

### (Rights of the consumers)

- Right to select operator of their choice.
- Right to get information regarding tariff before provision of service and every time the tariff is changed, specially adversely affecting the consumer.
- Right to be informed before activation of any value added service, which is chargeable.
- Right to get the rebate of rental in case of continuous disruption of service for more than 3 days.
- To seek legal remedy in case the grievances of the consumer is not settled.
- To get refund of security deposit within 60 days of request of termination of service subject to adjustment of pending dues, if any.
- **Right of consumers for termination or disconnection of service : The consumer can get the service offered by BSNL terminated or disconnected any point of time by applying to the local BSNL office. The consumer is, however obliged to make payment of all the bills in respect of services availed by him.**
- Any consumer may, at any time,
  1. during pendency of redressal of his grievance, whether by filing of complaint or appeal, under these regulations; or
  2. before or after filing of complaint or appeal, under these regulations,

exercise his right conferred upon him under the Consumer Protection Act, 1986(68 of 1986) or any other law for the time being in force and seek redressal of his grievance under that Act or law.

## DEDUCTIONS FROM PREPAID VALUE

The amounts which are deducted from the pre-paid value may vary from scheme to scheme and service area and shall be given by the respective telecom circle and may be viewed at [www.chennai.bsnl.co.in](http://www.chennai.bsnl.co.in)

## INFORMATION ABOUT MOBILE TELEPHONE SERVICE COVERAGE

The cellular mobile service is available in the entire BSNL service area of Chennai Telecom District covering Chennai City and greater Chennai comprising of erstwhile Kancheepuram, Chingleput and Thiruvallur SDCAs.

### Information about Tariff Plans

The general tariff details pertaining to all service of BSNL may be had from [www.bsnl.co.in](http://www.bsnl.co.in). However information regarding promotional schemes and offers applicable for BSNL Chennai Telephones may be had from [www.chennai.bsnl.co.in](http://www.chennai.bsnl.co.in)

### **Rounding rules in tariff plans:**

Customers may please note that wherever pulse rates or Metered Call Units (MCU) are mentioned, they are considered as one unit and fractional call units are rounded off to the next whole call unit. For example, where a 60 second pulse rate is mentioned, calls extending beyond 60 seconds and upto 120 seconds will be rounded off as 2 units. More specifically, in such a situation, a call of 75 second duration is not 1.5 units but 2 units.

### FORM

(See regulation 11 of the of Telecom Consumers Protection and Redressal of Grievances  
Regulations, 2007)

Appeal under regulation 11 of the Telecom Consumers Protection and Redressal of Grievances  
Regulations, 2007 to the appellate authority appointed by **Bharat Sanchar igam Limited**

1. The Name, Address, Telephone Number, Facsimile number and the e-mail address of the Appellant.	
2. Telephone Number or Cellular Mobile Telephone Number or Broadband Connection Identity, as the case may be, for which appeal is filed	
3. The name of the city /district of the origin of complaint	
4. The name of the State or licensed service area, as the case may be, of the origin of complaint.	
5. Nature of Complaint (specify, whether complaint relates to Provisioning/Activation/Billing/FaultRepair/Service disruption /disconnection of service/ Value Added Service / Closure / Termination or specify if any other).	
6. The docket number allotted by the Call Centre at the time of lodging complaint under clause (a) of subregulation (1) of regulation 4 and date of lodging the complaint with the Call Centre.	
7. The unique complaint number communicated by the Nodal Officer under clause (c) of regulation 8, and date of lodging the complaint with the Nodal Officer.	
8. Date of decision of the Nodal Officer and decision intimated by the Nodal Officer under clause (d) of regulation 8, if any.	
<b>9. Statement of Facts relating to grievance or appeal:</b> (Attach separate sheet signed by Appellant if required)	

<p><b>10. Grounds of Appeal:</b></p> <p><b>A full description of the matter, which is the cause of the grievance, including copies of any relevant and supporting documents, if any, and the relief claimed in Appeal</b>  (Attach separate sheet signed by Appellant if required).</p>	
<p><b>11. A statement to the effect that same subject matter or issue, for which an appeal has been filed under these regulations, is not covered in any proceedings before any court or tribunal or under the Consumer Protection Act,1986 (68 of 1986) or any other law for the time being in force.</b></p>	
<p>12. Details of any other relevant material or document.</p>	
<p>13. Whether the Appellant requests to grant him exemption from appearing in person and decide the appeal on the basis of information, document or record filed by him.</p>	

Form for verification

I, \_\_\_\_\_ (name in full and in block letters), the appellant, son/daughter of \_\_\_\_\_ do hereby declare that to the best of my knowledge and belief, the information given in this appeal and the annexure and statements accompanying the appeal are correct, complete and truly stated.

Signature of appellant :

Name of appellant :

(Specify status of the appellant, whether a company/firm/society/ individual/ others)

**Note1.** The Form of appeal, grounds of appeal and the Form of verification appended shall be signed by the appellant.

**ote2.** The appellant shall submit in **duplicate** the appeal in this Form.