

## **Complaint redressal mechanism, including complaint redressal procedure and the time limits for the redressal of the complaints:**

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 **two tier consumer grievance redressal mechanism comprising of complaint centres for various services at SSA level and an appellate authority at the Circle level for deciding cases that the consumers may wish to appeal against. This system is in conformance with and compliant to Telecom consumers Complaint Redressal Regulation 2012(1 of 2012)**. As a first step, you may contact our Call Centre on toll free helpline numbers given earlier.

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

The Complaint 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 Appellate Authority (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 Complaint Centers.**

- (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 three 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 Complaint Centers 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 Complaint Center within the above time limit does not attend to the complaint, you may approach the Appellate Authority for redressal of your grievance.

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

- (1) In case a consumer is not satisfied with the redressal of his grievance at the Complaint Centre, or his complaint remains to be redressed or no reply is received within the period stipulated in Regulation-8, such consumer may make an appeal to the appellate authority of the concerned Circle under sub regulation-1 either through email or fax or post or in person. The post includes courier also.

(2) Every appeal under sub-para (1) shall be preferred within 30 days after the expiry of the time limit specified in Regulation-8. Provided that the appellate authority may entertain any appeal after the expiry of the said period of 30 days but before 3 months from the time limit specified in Regulation-8.

### **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 three 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.

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

(4) Within 2 days of receipt of reply from the service provider, place the reply along with the appeal before the advisory committee for its consideration. The advisory committee shall render its advice within 15 days. The appellate authority Secretariat shall within 2 days of the advisory committee, place before the Appellate Authority the appeal, the reply received from the service provider and the advice of the advisory committee for its consideration.

(5) The appellate authority within 10 days of the appeal being placed before it conduct such inquiry and dispose of the appeal by passing a reasoned order in writing, stating therein the points for determination and decision thereon.

Provided that the appellate authority shall while deciding the appeal will give due consideration to the advice given by the advisory committee.

Provided further that in case the appellate authority decides the appeal otherwise than in accordance with the advice of the advisory committee, it shall record the reason for the same in the order passed by it.

(6) The presence of appellant shall not obligatory but it may if he so desires, appear in person to present his case before the appellate authority.

(7) On disposal of the appeal, the appellate authority Secretariat shall intimate the decision to the appellant and the service provider.

### **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.