

Citizen Charter of BSNL

- a) Bharat Sanchar Nigam Limited formed in October 2000, having Regd. & Corporate Office at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi - 110 001 and address of Maharashtra Telecom Circle at Maharashtra Telecom Circle, BSNL Complex, Administrative Building, Juhu Danda Road, Santacruz (West), Mumbai - 400 054.
- b) BSNL Maharashtra Circle serves its customers as one stop solution to all telecommunication needs with possibly the largest bouquet of telecom services; Wireline, CDMA mobile GSM mobile, Internet, Broadband, Leased line, MPLS-VPN, VoIP services, IN services etc. The services offered are available on www.maharashtra.bsnl.co.in under heading services. All these services are offered throughout States of Goa and Maharashtra except MTNL Mumbai jurisdiction areas. BSNL Maharashtra Circle offers the services of Leased line and MPLS-VPN in MTNL Mumbai jurisdiction areas also.
- c) The services of BSNL are offered subject to the following general terms and conditions:
 - i) The services are for bona fide use of the customers/his family/organization and they shall not allow the use of the telecom services offered for any unlawful activity.
 - 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 provision of service is subject to the directions issued by government from time to time
 - iv) The fixed services are meant for specified location and the subscriber is not authorized to shift the same without the permission of BSNL.
 - v) 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.
 - vi) While BSNL shall endeavour to ensure un-interrupted services of reasonable quality, it cannot be held responsible for any deficiency or interruption in service due to reasons beyond its control.
 - vii) BSNL at its sole discretion may revise the tariff rate subject to TRAI regulations.
 - viii) 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.
 - ix) 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.maharashtra.bsnl.co.in.
- d) Important Quality of Service parameters for Basic, Cellular Mobile Services and Broadband are specified by TRAI.
- e) BSNL agrees to Quality of Service bench mark as specified by TRAI as follows:
 - i) BSNL agrees to provide to an applicant **basic telephone** connection within 7 days of registration, subject to technical feasibility, provide and activate **broadband** services within fifteen days, subject to technical feasibility and

the **mobile** connection immediately subject to technical feasibility and compliance of all required formalities by the subscriber.

- ii) BSNL agrees to repair the faults within three days for urban areas and all cases within five days for rural/hilly areas of receipt of complaint from a subscriber (subject to technical feasibility).
 - iii) BSNL agrees to ensure shifting of telephone connection within 3 working days within the same exchange, 5 working days for intra city and 30 working days for intercity exchanges and closure (disconnection) of telephone connection within less than and equal to 7 days, on receipt of a letter of request from the subscribers (subject to technical feasibility). An authenticated copy of the last telephone bill shall accompany the letter of request.
 - iv) BSNL agrees to resolve all billing complaints of both basic services, broadband and cellular mobile services within four weeks.
 - v) BSNL agrees to resolve all cases of refund of deposits for basic services and broadband within sixty days after closure and for cellular services all cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.
 - vi) BSNL agrees to periodically inform subscribers on the reverse of their bills, their consumer redress process with respect to fault complaint and billing disputes.
- f) BSNL agrees to provide equipment's specific to service applied for by the consumers as per terms and conditions of the specific service subject to technical feasibility and availability of the same.
- g) BSNL acknowledges the rights of citizens as follows:
- i) To have a free choice in selecting their service providers.
 - ii) BSNL agrees for the right of the consumer to be informed before activation of any value added service, which is chargeable;
 - iii) Right to get the rebate of rental in case of continuous disruption of service for more than 3 days;
 - iv) Right to seek legal remedy in case the grievance of the consumer is not settled;
 - v) Right for termination or disconnection of service wherein the consumer can get the services offered by BSNL terminated or disconnected at any point of time by applying to the local BSNL office from where the service is provided, the consumer is however obliged to make payment of all the bills in respect of services availed by him.

However, any consumer may, at any time,

- i) during pendency of redressal of his/her grievance, whether by filing of complaint or appeal, under these regulations; or
 - ii) before or after filing of complaint or appeal, under these regulations, exercise his/her right conferred upon him/her under the Consumer Protection Act, 1986 (68 of 1986) or any other law for the time being in force and seek redressal of his/her grievance under the Act or Law.
- h) BSNL ensures consumers transparency in tariff matters. BSNL ensures to provide information to consumers the details about tariff plan within a week of activation of service. BSNL ensures rights of consumers with respect to mobile number

portability as specified by TRAI. BSNL agrees to implement the guidelines related to Telecom Commercial Communications Customer Preference Regulation, 2010 issued by TRAI to protect the rights of consumers, BSNL agrees to inform the consumers before activation of any value added service, which is chargeable. BSNL agrees to follow different regulations, orders and directions issued by TRAI in particular relating to Tariff, Mobile Number Portability, TCCCPR and VAS.

- i) Call centres with Toll Free Numbers are set up to inform the consumers about various services of BSNL.
- j) BSNL Maharashtra Circle on the website under the heading toll free numbers; a list of numbers are given for the benefit of consumers and has also established call centre facilities with toll free numbers for different services as follows: For basic services including broadband services: 1500 or 1800-345-1500 (toll free number). For GSM Mobile services: 1503 or 1800-180-1503 (toll free number). For CDMA & WiMAX services: 1502 or 1800-180-1502 (toll free number). For Broadband & Internet services: 1504 or 1800-345-1504 (toll free number). For MPLS & Other Data services: 1800-425-1957 (toll free number). Should the customers require further help, they may also contact the designated nodal officers in their own SSA.
- k) BSNL ensures prompt rectification of any fault or complaint booked through 198 or its extensive grass root level online fault restoration system (FRS). BSNL Maharashtra Circle on the website www.maharashtra.bsnl.co.in under the heading "APPELLATE AUTHORITY" has provided detailed Complaint Reporting Mechanism "(Toll-free) for different services with specified time limit for redressal of grievances by call centres and Nodal Officers.

l) **Appellate Authority for Maharashtra Circle:-**

Smt. Jyotsana Ekka
GM (CFA) & Appellate Authority
1st floor, 'A' wing, Administrative Building,
Telecom Complex, Juhu Road,
Maharashtra Telecom Circle Mumbai - 400 054.
TelL 022-26600389
Email: pgmd_mah@bsnl.co.in

Expected Time Limit:-

- i) Acknowledgment to Appellant - within 3 days.
 - ii) To decide appeal cases- within three months from the date of filing of appeal.
- m) BSNL agrees that time period for closure of service will not be more than 07 days uniformly irrespective of the means of request.