



TELECOM CONSUMERS' CHARTER

(A) Name and address of the service provider;

Name of the Company: West Bengal Telecom Circle (WBTC),
Bharat Sanchar Nigam Limited.
(A Govt. of India Enterprise)

Address of the Circle office: 1, Council House Street, Kolkata – 700001.

We offer Telecom services to the entire state of Sikkim and West Bengal (except Kolkata Metropolitan Area) headed by Chief General Manager (WB Telecom Circle). The area of WBTC is spreading from the Himalayas to the Bay of Bengal and from the diversified demographics of Manbhum to the dense forest of Sundarbans.

The entire operational area is subdivided into fourteen SSAs (Secondary Switching Areas)

<u>SSA</u>	<u>Areas served</u>
Asansol	Burdwan district
Bankura	Bankura district
Berhampore	Murshidabad district
Coochbehar	Coochbehar district
Gangtok	Entire Sate of Sikkim
Jalpaiguri	Jalpaiguri district
Krishnagar	Nadia district (except Kalyani)
Kharagpur	East Midnapore and West Midnapore districts
Malda	Malda district
Purulia	Purulia district
Raiganj	South Dinajpore and North Dinajpore districts
Suri	Birbhum district
Siliguri	Darjeeling district
Kolkata	Howrah, Hoogly, South 24 Parghanas and North 24 Parghanas (except Kolkata Metropolitan areas of these districts)

(B) OBJECTIVES:

- To provide quality and reliable fixed telecom service to our customer and thereby increase customers confidence.
- To provide customer friendly mobile telephone service of high quality and play a leading role as GSM operator in its area of operation.
- Providing greater Customer Satisfaction
- Providing Telephone connection in villages as per Government Policy.

(C) Services offered by us:

West Bengal Telecom Circle (WBTC) serves its customers as a one stop solution to all telecommunication needs with possibly the largest bouquet of telecom services; Wire line, CDMA mobile, GSM Mobile, Internet, Broadband, Carrier service, MPLS-VPN, VSAT, VoIP services, IN Services etc. The WBTC offers wide ranging & most transparent tariff schemes designed to suite every customer.

Geographical area of West Bengal Telecom Circle covers West Bengal and Sikkim States excluding the City of Calcutta and its suburbs.

Details of the services provided:

- Telephone - New Telephone Connection, Phone Plus Services, Shift And Transfer of Telephone.
- Mobile Phone – Cellone, Excel, Unified Messaging, GPRS/WAP/MMS, SMS & Bulk SMS
- Wll Mobile
- Internet – Broadband, Wi-Fi, Web Hosting, Sancharnet , SMS, Bulk SMS & Broadband (DataOne)
- 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, Telex/ Telegraph
- Epabx- EPABX, Free EPABX, Centrex

(D) Terms and conditions of the services offered by us:

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 cannot 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.

(E) Quality of Service parameters:

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:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(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 within 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.

(F) Quality of service benchmarks (including provisions relating to rebate) as admissible to consumers for basic service (wireless) and cellular mobile

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

(G) The bench marks (including provisions relating to rebate) as admissible to consumers for broadband service:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Service Provisioning /Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days
(iii)	Billing Performance (a) Percentage of Billing Complaints resolved. (b) Time taken for refund of deposits after closure	(a) All billing complaints to be resolved within four weeks. (b) All cases of refund of deposits to be made within sixty days after closure.

(H) Details about equipment offered to the consumer by the service provider in respect of any of the services;

- i) Telephone handset with accessories for L/L connections;
- ii) For Broad Band services Modem with accessories are provided.
- iii) SIM for the GSM mobile connections;
- iv) IFWT, FWT, RUIM along with hand set for WLL connections;
- v) For 3G GSM internet connection data card and PCMCIA card provided,
- vi) For CDMA internet EVDO data card provided
- vii) For leased circuit modem with accessories are provided

(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, especially 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 -
- during pendency of redressal of his grievance, whether by filing of complaint or appeal or
- before or after filing of complaint or appeal, 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.

(J) Consumer Care & General Information Number;

Call Centre					
		Land Line	Broadband	GSM Mobile	CDMA / Wi Max
From BSNL Network		1500	1504	1503	1502
From Other Network		1800 345 1500	1800 345 1504	1800 180 1503	1800 180 1502

(K) Complaint redressal mechanism, including complaint redressal procedure and the time limits for redressal of 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 call centres for various services 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 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 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

2. Time limit for redressal of grievance of consumers by Complaint Centres.

- (i) 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;
- (ii) Unless specified elsewhere, all other complaints shall be redressed within seven days from the date of registration of complaint;
- (iii) 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.

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

Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified above, such consumer may prefer an appeal to the Appellate Authority of the concerned service provider for redressal of his complaint.

(2) A consumer may prefer an appeal before the Appellate Authority either through e-mail or facsimile or post, or in person;

Contact address, Telephone No. and Fax No. and e-mail address of the Appellate Authority and time limits for disposal of appeals;

Appellate Authority				
Name	Address	Telephone No.	FAX No.	Email ID
Sri Partha Sarathi Bhattacharjee, GM (OP & MIS)	1, Council House street (2 nd floor), Kolkata-700001	033-2231 5758	033-2213 0191	pghelpwb@bsnl.co.in
Web based Complaint Booking and Monitoring				
http://www.wb.bsnl.co.in (Mobile & CDMA)		http://selfcare.edc.bsnl.co.in (For L/L and BB)		

(3) Every appeal under shall be preferred within a period of thirty days after expiry of the time limit specified in above;

Provided that the Appellate Authority may entertain an appeal after the expiry of the said period of thirty days but before three months from the expiry of the time limit specified above, if it is satisfied that there was sufficient cause for not filing it within that period.

(4) No fee shall be charged from a consumer for filing an appeal before the Appellate Authority.

3.1 Registration of Appeals & scrutiny by Advisory Committee-

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

(ii) 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 a unique appeal number of the appeal registered through SMS or e-mail to the consumer;

(b) forward, within three days from the date of receipt of the appeal, a copy of the appeal to the service provider concerned for filing a reply, within seven days, along with the relevant information, document or record; and

(c) within two days of receipt of the reply from the service provider place the reply, along with the appeal, before the Advisory Committee for advice of the Advisory Committee.

(d) The Advisory Committee shall render its advice on every appeal placed before it within fifteen days.

(e) The Secretariat shall, within two days of receipt of the advice of Advisory Committee, place before the Appellate Authority, the appeal, the reply received from the service provider under clause (c) of sub-regulation (1) above and the

Disposal of appeal by Appellate Authority-

(i) The Appellate Authority shall ensure uniformity in the procedure for deciding appeals and shall comply with the provisions contained in sub-regulations (2).

(ii) The Appellate Authority shall, within ten days of the appeal being placed before it, conduct such inquiry as it may consider necessary and dispose of the appeal by passing a reasoned order in writing stating therein the points for determination and the decision thereon; *Provided that* the Appellate Authority shall, while deciding the appeal, 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 reasons for the same in the order passed by it.

(iii) The presence of the appellant shall not be obligatory, but he may, if he so desires, appear in person to present his case before the Appellate Authority.

(iv) On disposal of the appeal by the Appellate Authority, the Secretariat shall intimate the decision thereof to the appellant and the service provider.

The Appellate Authority shall, within ten days of the appeal being placed before it, conduct such inquiry as it may consider necessary and dispose of the appeal by passing a reasoned order in writing stating therein the points for determination and the decision thereon;

(m) Procedure for termination or disconnection of each service offered by the service provider---

(2) The 'Telecom Consumers' Charter' shall be prepared in Hindi, English and the local language of each service area.

(3) The 'Telecom Consumers' Charter' shall be available for reference at every office of the service provider, Complaint Centre, at the sales outlets and on the website of the service provider.

(4) A copy of the 'Telecom Consumers' Charter' or its abridged version containing salient features such as terms and conditions of service, the Consumer Care Number, the General Information Number, contact details of Complaint Centre and the Appellate Authority, procedure and time limit for redressal of complaints and disposal of appeals shall be provided by the service provider to each consumer at the time of subscription for service.

(5) A copy of the 'Telecom Consumers' Charter' shall be filed with the Authority within sixty days from the date of commencement of these regulations:

Provided that a service provider, who has been granted a licence after the commencement of these regulations, shall file with the Authority, before commencement of service, a copy of 'Telecom Consumers' Charter'.

(6) The service provider shall file with the Authority, by 15th January of every year, a fresh copy of the 'Citizen's Charter' incorporating all changes effected.