

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1061
ANSWERED ON:02.08.2006
COMPLIANCE REPORTS FROM TELECOM SERVICE PROVIDERS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has decided to seek compliance reports on six parameters from all telecom service providers every year;
- (b) if so, the details thereof and the reasons therefor;
- (c) the reaction of the private operators thereto;
- (d) the benefits likely to accrue to the customers by such a move; and
- (e) the efforts made by the TRAI to ensure better implementation of various consumer protection measures by the telecom operators?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) TRAI has issued directions to telecom service providers to comply with 9 directions issued by it on ongoing basis on tariff matters pertaining to migration charges, recharge for cellular pre-paid subscribers, reporting requirement, fair advertisements, security deposits etc.

(c) The service providers have been given time till 31.07.2006 to file the first compliance report to this direction.

(d) This is to increase transparency, informed choice to the consumer and consumer protection on tariff matter.

(e) Various efforts made by TRAI to ensure better implementation of consumer protection measures inter-alia include the following:

TRAI has finalised a 'Common Charter of Telecommunication Services' with the mutual consent of service providers and the registered consumer organisations for adoption by telecom service providers. This Charter is of the nature of guidelines/directive principles of ensuring better service conditions for the subscribers and has been adopted by all the service providers.

At the initiative of TRAI, the service providers have nominated nodal officers in all the service areas for responding to consumer complaints. The names and addresses of these nodal officers are placed on the website of TRAI as well as the websites of the service providers.

With a view to educating and creating awareness amongst the consumers, TRAI has been giving wide publicity to all its consumer protection measures. Apart from placing the details on the TRAI website www.traai.gov.in and issuing press releases, the Authority has also been publishing advertisements in all the leading newspapers indicating the salient features of the measures taken by TRAI to promote consumer interest.

For protecting the interest of consumers TRAI has laid down Quality of Service norms in the form of a Regulation and the implementation of this Regulation is monitored on a regular basis through periodical performance reports, customer satisfaction surveys and objective assessment of QoS benchmarks through audit and live measurement by independent agency.

TRAI also gets feedback on the implementation of various consumer protection measures by way of complaints from consumers / consumer organisations. Corrective action are taken whenever necessary.