

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

STARRED QUESTION NO:227
ANSWERED ON:15.12.2008
COMPLAINTS AGAINST PRIVATE TELECOM OPERATORS
Khairi Shri Chandrakant Bhaurao

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether complaints including supply of misleading information by private telecom operators has been received by the Telecom Regulatory Authority of India (TRAI);
- (b) if so, the details thereof indicating the number and nature of the complaints received during 2007-08 and the current year;
- (c) the action taken by TRAI against such operators; and
- (d) the steps taken to check recurrence of such incidents?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI A. RAJA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 227 FOR 15TH DECEMBER, 2008 REGARDING "COMPLAINTS AGAINST PRIVATE TELECOM OPERATORS".

(a) Yes, Sir.

(b) The number of complaints received by TRAI against private operators are as below:

Year 2007-08 - 2063

Year 2008-09 (upto October'08) - 1358

The broad categories of complaints are :-

- (i) Quality of Service
- (ii) Billing and metering,
- (iii) Refund of security deposit
- (iv) Tariff
- (v) Unsolicited commercial calls, etc.

(c) & (d) The Telecom Regulatory Authority of India Act does not have any explicit provision, which enables them to take any action against the operators for individual complaints. However, the individual complaints received in TRAI are forwarded to the service providers for appropriate action.

TRAI has issued 23 show cause notices to operators upto October'08 for alleged violation of TRAI's direction/ regulation/orders. Out of these 13 have been settled.

The Authority has also issued a number of directions/orders/regulations to protect the interest of the consumers/to prevent recurrence of complaints.