

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

UNSTARRED QUESTION NO:2454
ANSWERED ON:15.12.2004
SETTING UP OF AN INDEPENDENT AGENCY
Adsul Shri Anandrao Vithoba

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

- (a) whether the government proposes to set up an independent agency to tackle the rising number of complaints of deficient phone services as reported in the Hindu dated August 11, 2004;
- (b) if so, the reaction of the Government thereto;
- (c) whether the service providers are not very enthusiastic in providing the required facilities;
- (d) if so, whether the phone service sector has opposed the move; and
- (e) if so, the steps taken by the Government to amend the existing law?

Answer

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

- (a) & (b) A recommendation for establishment of the Office of Ombudsman has been received from TRAI which is under examination.
- (c) & (d) As per TRAI recommendations, the service providers are not very enthusiastic for another institution like that of Ombudsman. They feel that the competitive scenario imposes requisite pressure on them to provide quality service and efficient customer care. Market Mechanism itself would ensure that service providers take due care of the customers.
- (e) Does not arise in view of (c) and (d) above.