

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

UNSTARRED QUESTION NO:2524
ANSWERED ON:09.08.2010
STREAMLINING OF MOBILE INQUIRY SERVICES
Chavan Shri Harischandra Deoram

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

- (a) whether the mobile inquiry service and complaints service are not effective in most of the cities of the country as a result of which mobile faults are not attended in time;
- (b) if so, the details thereof;
- (c) whether the Government has taken any effective steps to streamline the mobile inquiry and complaints service in the country;
- (d) if so, the details thereof;
- (e) the steps taken/being taken by the Government in this regard;
- (f) whether the Government proposes to implement the mobile number portability all over the country; and
- (g) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) No, Madam. As per Telecom Regulatory Authority of India's (TRAI) performance monitoring report for the quarter ending 31st March 2010, most of the service providers are meeting the prescribed quality of service benchmarks in this regard.

(b) Does not arise in view of above.

(c) to (e) Yes, Madam. TRAI has prescribed the three-tier institutionalized framework with the time limits and processes for handling of complaints by the service providers at each tier i.e. Call Centre, Nodal Officer and Appellate Authority through the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007. TRAI has been monitoring the redressal of Grievances of Telecom consumers by the three stage grievance redressal machinery of the service providers through quarterly reports. Further TRAI has begun a process for reviewing the measures taken by it for protecting the interest of consumers, including the effectiveness in implementation of the said Regulations.

(f) & (g) Yes, Madam. The Government has decided to implement the Mobile Number Portability Service in the country. Mobile Number Portability (MNP), shall allow the mobile subscribers to retain their existing telephone number when they switch from one access service provider to another irrespective of mobile technology or from one technology to another of the same or any other access service provider within same service area. Necessary License Agreements for MNP Services have been awarded in April 2009. All the Basic service, Cellular Mobile service, Unified Access service, National Long Distance (NLD) and International Long Distance (ILD) Licensees have been directed to facilitate the implementation of MNP Service in respective License areas.