

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

UNSTARRED QUESTION NO:2108
ANSWERED ON:09.03.2011
DISCONNECTION OF ONGOING CALLS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether complaints have been received from customers against various telecom operators regarding frequent disconnection of ongoing calls leading to inflated bills;
- (b) if so, the details thereof; and
- (c) the action taken/proposed to be taken by Government in this regard?

Answer

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

(a) & (b) Complaints have been received from customers against the telecommunications service providers alleging various problems which include billing, metering & service related issues. However, no separate data corresponding to complaints regarding frequent disconnections of ongoing calls leading to inflated bills is maintained.

(c) i) The complaints received are forwarded to the concerned service provider for redressal/ resolution / appropriate action.

ii) Telecom Regulatory Authority of India (TRAI) vide its Regulation namely "The Telecom Consumers Protection & Redressal of Grievances Regulations, 2007" has institutionalized a mechanism for redressal of grievances of consumers.

iii) The performance of the service providers in respect of Call Drops is monitored by TRAI through the two parameters of Standards of Quality of Services i.e Call Drop Rate and Percentage of worst affected cells .TRAI takes necessary action whenever required.