

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

UNSTARRED QUESTION NO:2248
ANSWERED ON:09.03.2011
CONSUMER PROTECTION PARAMETERS
Rama Devi Smt. ;Singh Shri Ijyaraj

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

- (a) whether the Government has reviewed the subscriber-oriented parameters mentioned in the Telecom Regulations 2009, regarding standards of quality of basic services/cable lines/ cellular mobile telephone services, customer protection, etc.;
- (b) if so, the details thereof;
- (c) whether any drawbacks in functioning of various telecom companies have come to notice; and
- (d) if so, the action taken by the Government in this regard?

Answer

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

(a) & (b) As per section 11(1) (b) (v) of the TRAI Act, 1997, TRAI discharges the function of laying down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service.

TRAI is currently reviewing the subscriber oriented parameters mentioned in "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009" dated 20th March, 2009 through issue of a Consultation Paper on "Review of measures to protect interest of consumer in Telecom Sector" on 2nd August, 2010 soliciting comments of various stakeholders. Open House Discussions are being held in different places.

(c) & (d). TRAI has received representations from consumers expressing concerns over implementation of the consumer centric parameters contained in the above regulations. The various issues relating to these parameters have been discussed in the above consultation paper so as to have the views of the stakeholders in the matter.