

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

UNSTARRED QUESTION NO:2094
ANSWERED ON:20.07.2009
REDRESSAL MECHANISM
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government proposes to introduce telephone and mobile services in all the remote and scheduled areas in the country including Tamil Nadu;
- (b) if so, the details thereof;
- (c) whether there is any grievance redressal mechanism to resolve/redress the problems faced by the subscribers of rural areas in the country; and
- (d) if so, the details thereof and the steps taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) Yes, Sir. In order to introduce telephone and mobile services in all the remote areas of the country including those in Tamil Nadu, Government is taking the following steps:-

(i) Subsidy support is being provided by Universal Service Obligation Fund (USOF) for installation of Individual Rural Direct Exchange Lines (RDELs) in 1,685 Short Distance Charging Areas (SDCAs) in the country including 24 SDCAs of Tamil Nadu, where cost of providing telephones is more than the revenue earned. As on 31.05.2009, about 64.6 lakh RDELs have been provided in the country including 2.7 lakh lines in Tamil Nadu.

(ii) Subsidy support is also being extended by USOF for setting up of 7,440 Shareable Infrastructure Sites in the country including 325 towers in Tamil Nadu for provision of mobile services in rural and remote areas, where there is no existing fixed wireless or mobile coverage. Out of these, 5,624 towers in the country including 283 towers in Tamil Nadu have already been commissioned under this scheme as on May, 2009. The remaining towers are likely to be commissioned by September, 2009. Besides, USOF is also likely to launch shortly second phase of setting up 10,128 additional towers including 101 towers in Tamil Nadu to cover the remaining uncovered rural and remote areas.

(c) & (d) Yes, Sir. As per Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 (3 of 2007) of Telecom Regulatory Authority of India (TRAI), each telecom service provider has following three tier grievance Redressal mechanism:-

- (i) Call Centre Level.
- (ii) Nodal Authority Level.
- (iii) Appellate Authority Level.

The complainant should initially approach call centre for resolution of his grievance. The Call Centre should resolve his grievance within 3 days in case of faulty telephones. In case complainant is not satisfied with grievance resolution at call centre level, he may approach Nodal Officer who is supposed to resolve the grievance within 10 days in case of faulty Telephones. In case complainant is not satisfied with action/reply of Nodal Officer, he may approach Appellate Authority who should decide the case within 30 days of receipt of complaint/appeal.