

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

UNSTARRED QUESTION NO:2595

ANSWERED ON:17.08.2011

COMPLAINTS ABOUT UNSATISFACTORY SERVICES

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

- (a) whether a large number of complaints have been received from the mobile subscribers of various telecom operators including BSNL and MTNL about poor mobile network connectivity in the country;
- (b) if so, the details thereof and the directives issued by the Government to telecom operators in this regard;
- (c) whether in comparison to the private operators, the mobile network of MTNL is very poor in Delhi;
- (d) if so, the action taken by the Government in this regard;
- (e) whether a proper complaint redressal mechanism is available in MTNL and BSNL for attending to the complaints in a time bound manner; and
- (f) if not, the action taken/proposed to be taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) No, Madam.

(b) Does not arise in view of (a) above.

(c) No, Madam. MTNL is, in general, meeting the Quality of Services (QoS) benchmarks prescribed by Telecom Regulatory Authority of India (TRAI). The Quality of Service of the Cellular Mobile Telephone Services provided by MTNL, Delhi is comparable to the quality of services provided by the private telecom companies.

(d) Does not arise in view of (c) above.

(e) Yes, Madam. In accordance with TRAI's, "Telecom Consumers Protection and Redressal of Grievances Regulations, 2007", a three tier grievances redressal mechanism operating at the level of

(i) Call Centers

(ii) Nodal Officers and

(iii) Appellate Authority has been established by MTNL and BSNL within their organizations.

(f) Does not arise in view of (e) above.