

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

UNSTARRED QUESTION NO:2685
ANSWERED ON:17.08.2011
CONSUMER CENTRIC PARAMETERS
Singh Rajkumari Ratna

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

- (a) the details of guidelines on Consumer Centric parameters in Telecom Regulatory Authority of India (TRAI) Act, 1997;
- (b) whether TRAI has received representations from various stakeholders expressing concerns over implementation of the same;
- (c) if so, the details thereof; and
- (d) the action taken in this regard?

Answer

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

(a) The Telecom Regulatory Authority of India (TRAI) in exercise of its functions under the provisions in the TRAI Act, 1997, has laid down the quality of service standards through regulations issued from time to time. The Consumer Centric Parameters contained in the "Standards of Quality of Service of Basic Telephone service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 dated 20th March, 2009 and the Quality of Service of Broadband Service Regulations 2006 dated 6th October 2006" are given at Annexure-I.

(b) Yes, Madam.

(c) During 2010-11, TRAI has received 4929 representations/complaints from consumers, consumer organizations etc.

(d) TRAI has prescribed the mechanism for handling consumer complaints by the service providers through Telecom Consumer Protection and Redressal of Grievances Regulations, 2007, which provide for establishment of a three tier Grievance Redressal mechanism viz. Call Centre, Nodal Officer and Appellate Authority within the company. The individual consumer complaints received in TRAI are forwarded to the concerned service provider for necessary action. TRAI do take cognizance of complaints affecting a large number of consumers or complaints alleging violation of TRAI orders, directions and regulations. These complaints are taken up with the service providers for undertaking root cause analysis and for rectifying systemic deficiencies.