

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

STARRED QUESTION NO:288

ANSWERED ON:25.04.2012

COMPLAINTS AGAINST UNSATISFACTORY TELECOM SERVICES

Alagiri Shri S. ;Reddy Shri Modugula Venugopala

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) has taken cognizance of the rise in complaints and other grievances of consumers against telecom operators for the deficient and unsatisfactory services;
- (b) if so, the details thereof alongwith the remedial measures taken by the telecom operators on the directions of the TRAI to improve customers' satisfaction;
- (c) whether suggestions have been received from various quarters to arm TRAI with powers including imposition of penalty on telecom operators for unsatisfactory services to the subscribers;
- (d) if so, the details thereof;
- (e) whether the Government proposes to amend the TRAI Act so as to improve customers' satisfaction; and
- (f) if so, the details thereof and the action taken/being taken by the Government in this regard?

Answer

MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (f) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF LOK SABHA STARRED QUESTION NO. 288 FOR 25TH APRIL, 2012 REGARDING "COMPLAINTS AGAINST UNSATISFACTORY TELECOM SERVICES"

(a) & (b) Yes, Madam. TRAI has taken cognizance of the rise in complaints and other Grievances of consumers against telecom operators. In order to make the Grievance Redressal Mechanism more effective and for addressing concerns of consumers, the earlier Regulation of TRAI of 2007 (namely "Telecom Consumers Protection and Redressal of Grievances Regulations 2007") was reviewed and following two new regulations have been issued by TRAI :

i) "Telecom Consumer Complaint Redressal Regulations , 2012 (1 of 2012)" on 05/01/2012 replacing the earlier Regulations in the subject matter and ii)"Telecom Consumers Protection Regulations, 2012 (2 of 2012)" on 06/01/2012. These Regulations have been implemented by the Telecom Service Providers.

(c) & (d) Representations were received from various Consumer Advocacy Groups raising various telecom consumer issues including that of empowerment of TRAI. It was suggested that TRAI should be given powers to impose penalty for violation of its regulations, orders and directions.

(e) & (f) A proposal for amendment of TRAI Act, 1997 is under consideration. Broadly it consists of amendments required for effective discharge of current functions of TRAI under the existing Act and those where TRAI has proposed further devolution of additional Regulatory functions.