

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

UNSTARRED QUESTION NO:1090
ANSWERED ON:13.07.2009
EFFECTIVENESS OF TELECOM SERVICES
Joshi Shri Pralhad Venkatesh

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

- (a) whether the Government has received complaints regarding unsatisfactory telecom services especially from the private mobile companies in the country;
- (b) if so, the details thereof;
- (c) whether the Government proposes to give more powers to the Telecom Regulatory Authority of India (TRAI) to ensure that better mobile services are provided to the subscribers; and
- (d) if so, the details thereof?

Answer

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

(a) Yes, Sir.

(b) The broad categories of complaints received are regarding Quality of Service (QoS), Billing and metering, Refund of security deposit, Tariff, Unsolicited commercial calls, etc. The individual complaints received in Telecom Regulatory Authority of India (TRAI)/Department of Telecom (DOT) are forwarded to respective service provider for appropriate action.

(c) & (d) Proposal to amend TRAI Act has been received from TRAI seeking more powers including imposition of penalty on the telecom operators. The proposal is under consideration.