

**GOVERNMENT OF INDIA
INFORMATION AND BROADCASTING
LOK SABHA**

UNSTARRED QUESTION NO:2724
ANSWERED ON:28.08.2012
VIEWERS OF DTH
Maadam Shri Vikrambhai Arjanbhai

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government is aware of the problems being faced by the television viewers of the Direct-to-Home (DTH) services;
- (b) if so, the details thereof; and
- (c) the steps taken/proposed to be taken by the government to safeguard the interest of such viewers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING (SHRI C. M. JATUA)

(a) to (c): No such study report relating to issues/problems pertaining to Direct-to- Home (DTH) services has been brought to the notice of the Ministry. The Ministry, however, from time to time, receives individual complaints of DTH consumers regarding grievances which are forwarded to the concerned DTH operators for their timely redressal. In order to protect the interests of DTH subscribers and to ensure that the DTH Service providers offer TV services to their customers with a certain quality of service standards, TRAI has laid down regulations namely, "The Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations,2007", as amended from time to time. Details of the regulation are available on TRAI's website <http://www.trai.gov.in>. All DTH operators are required to comply with these regulations.