

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

UNSTARRED QUESTION NO:4036
ANSWERED ON:18.12.2012
SERVICES OF DTH OPERATORS
Devi Aswamedh

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

- (a) whether the Government has received any complaints/reports that private Direct to Home (DTH) operators are cheating people through online booking and payment for new set top box by promising to deliver the connection within a certain time but failed to do so;
- (b) if so, the details thereof and the action taken by the Government thereon;
- (c) whether there is an urgent need for institutional monitoring/grievance redressal mechanism at all stakeholder's level to deal with problems faced by the common people related to cable digitisation;
- (d) if so, the details thereof, and
- (e) the steps being taken by the Government against such DTH operators using unfair trade practices so that common people are not cheated in the name of cable digitisation?

Answer

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR THE MINISTRY OF INFORMATION AND BROADCASTING (SHRI MANISH TEWARI)

(a) to (e) : The Ministry keeps receiving complaints from subscribers from time to time relating to services provided by the private Direct-to-Home (DTH) operators which are forwarded to concerned DTH operator for their timely redressal. In order to protect the interest of digital cable TV subscribers, the Telecom Regulatory Authority of India (TRAI) has issued Standards of Quality of Service (Digital Addressable Cable TV Systems) Regulation, 2012 and Consumer Complaint Redressal (Digital Addressable Cable TV Systems) Regulations 2012 on 14.5.2012. The regulations on the Quality of Service, inter-alia, prescribe the norms for the connection, disconnection, shifting, transfer of services, timelines for redressal of complaints, billing procedure, set-top-box (STB) related issues and technical parameters to be adhered to by the service providers etc.

The Consumer's Complaint Redressal regulations provide for establishing a complaint centre, provision of toll-free number and provision of Nodal officers in cases where the consumer complaints are not redressed to the satisfaction of the complainant. In order to prevent any unfair trade practices, DTH operators are enjoined to follow the terms and conditions of DTH license agreement as well the regulations /orders of TRAI for providing services to consumers. As per section 14 of TRAI Act, 1997, a group of consumers can file petition with the Telecom Disputes Settlement & Appellate Tribunal (TDSAT) against the DTH service provider. DTH subscriber can also seek redressal under Consumer Protection Act 1986 which falls under the purview of district consumer courts.