

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

UNSTARRED QUESTION NO:1566

ANSWERED ON:06.03.2013

COMPLAINTS AGAINST TELECOM OPERATORS

Abdulrahman Shri ;Dubey Shri Nishikant ;Vishwanath Shri katti Ramesh

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

- (a) the number of complaints and other grievances of consumers received against telecom operators for the deficient and unsatisfactory services during the last three years and the current year, year-wise and operator-wise;
- (b) the action taken by the Telecom Regulatory Authority of India (TRAI) thereon, operator-wise;
- (c) whether the TRAI Act needs amendment and more powers should be given to TRAI for better customer service and satisfaction;
- (d) if so, the details thereof and the reaction of the Government thereto;
- (e) whether inadequate mobile towers and poor signal capacity are the main reasons for unsatisfactory telecom services; and
- (f) if so, the measures taken by the Government to increase installation of mobile towers and augment signal capacity, State-wise?

**Answer**

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

(a) The details of complaints received during last three years and the current year by Telecom Regulatory Authority of India ( TRAI) against service providers are as below:

Sl. No	Year	Service Provider						Total			
		BSNL	MTNL	Bharti	Tata	Reliance	1000	Vodafone	Idea	Others	
1	2009-10	859	309	1736	678	1000	881	425	370	6258	
2	2010-11	680	181	1305	404	821	680	453	405	4929	
3	2011-12	994	309	3969	955	2057	2471	1095	1076	12926	
4	2012-13	946	290	4402	2129	2261	2681	1307	1539	15555	

(upto 31  
Jan 2013)

(b) The individual consumer complaints received in TRAI are forwarded to the concerned service provider for redressal.

(c) & (d) TRAI has submitted a proposal for amendment in TRAI Act, 1997 primarily concerning with grant of powers to lay down the framework for consumer grievance redressal mechanism by the service providers, power to impose penalty on the service providers for contravention of TRAI's Regulations, etc. After due examination of the proposal, the Govt. will place the draft bill before Parliament in due course of time.

(e) & (f) As per the performance monitoring report for the quarter ending 31st Dec 2012, the cellular mobile telephone service providers are generally complying with the Quality of service (QoS) benchmarks for the network related parameters.

TRAI monitors the performance of Service Providers against the benchmarks for the various QoS parameters laid down by TRAI, through quarterly performance monitoring reports, audit and assessment of quality of service through independent agencies and assessment of customer perception of service through surveys.

The follow-up action including installation of additional mobile towers (if any) is taken up by the concerned service providers based on techno commercial considerations.