

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

UNSTARRED QUESTION NO:1478

ANSWERED ON:14.08.2013

UNSATISFACTORY TELECOM SERVICES

Jindal Shri Naveen;Kaswan Shri Ram Singh;Nagar Shri Surendra Singh;Putul Kumari Smt. ;Rajaram Shri Wakchaure
Bhausahab;Rathod Shri Ramesh;Singh Shri Bhupendra

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

- (a) the total number of telephone subscribers in the country along with the number of complaints received and disposed off for unsatisfactory telecom services in the country during the last three years and the current year separately for mobile and landline, State-wise;
- (b) whether the Government has conducted any study in this regard and enquired into the rising telephone complaints and fixed the responsibility;
- (c) if so, the details thereof and the action taken in this regard, State-wise;
- (d) whether the Indian Telegraph Act provides for arbitration of telecom disputes but the consumers are barred to approach the consumer courts under the Consumer Protection Act for their grievances;
- (e) if so, the details thereof and whether the Government proposes to amend the Indian Telegraph Act to uphold the telecom consumers` rights; and
- (f) if so, the details thereof and if not, the measures taken by the Government for timely redressal of telecom consumer grievances/complaints?

Answer

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

- (a)to (f) The information is being collected and will be laid on the Table of the House.