

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

UNSTARRED QUESTION NO:2583

ANSWERED ON:06.02.2014

VIOLATION OF DTH NORMS

Tudu Shri Laxman;Yadav Shri M. Anjan Kumar

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

- (a) whether the Government has received complaints against the DTH operators for violation of the DTH norms in the country;
- (b) if so, the number of such complaints received during the last three years and the current year;
- (c) whether any action has been taken by the Government in this regard;
- (d) if so, the details thereof including the action taken based on replies received from the DTH operators; and
- (e) if not, the reasons therefor?

**Answer**

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

(a) to (e): As per the Direct-to-Home Broadcasting Services (Standards of quality of service and redressal of grievances) Regulations, 2007 issued by Telecom Regulatory Authority of India, DTH operators are required to set-up a Consumer Complaint Redressal System to address the grievances of DTH subscribers. The system inter-alia provides for establishing a Complaint Centre with toll free number and appointment of a Nodal Officer. Complaints are also received by the Ministry from subscribers from time to time relating to services provided by the private Direct-to-Home (DTH) operators. These are forwarded to concerned DTH operators for their timely redressal.