

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

UNSTARRED QUESTION NO:277
ANSWERED ON:22.07.2015
Registration of Complaints
S.R. Shri Vijay Kumar

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

- (a) whether both the public and private sector telecom companies have outsourced their call centre and complaint registration jobs;
- (b) if so, the details thereof;
- (c) whether Government plans to direct the telecom companies to attend subscribers complaints by themselves to respond properly to the complaints of the customer; and
- (d) if so, the details thereof and if not, the other measures taken by the Government to make the operators to have a direct interaction with customers?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

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