

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

STARRED QUESTION NO:362
ANSWERED ON:04.08.2014
REDRESSAL OF CONSUMERS GRIEVANCES
Chaudhary Shri Haribhai Parthibhai

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

- (a) the mechanism put in place by the telecom service providers to address the grievances of consumers;
- (b) the details of directives/regulations/ guidelines notified by the Telecom Regulatory Authority of India (TRAI) in this regard;
- (c) the percentage of complaints dealt within the prescribed time-frame by various service providers as per the directions/ guidelines notified by TRAI during each of the last three years and the current year, both for landline and broadband subscribers;
- (d) whether TRAI also monitors the status of redressal of consumers` grievances by the service providers and if so, the mechanism thereof; and
- (e) the action taken against the erring service providers officials for their failure to address the complaints of the subscribers in an effective and time bound manner?

Answer

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

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 362 FOR 4TH AUGUST, 2014 REGARDING "REDRESSAL OF CONSUMERS` GRIEVANCES".

(a) & (b) As per the license conditions, the service providers have to redress the grievances of consumers in accordance with the regulations/directions/ orders issued by Telecom Regulatory Authority of India (TRAI). TRAI had laid down the framework for grievance redressal by service providers through the "Telecom Consumers Protection and Redressal of Grievances Regulations, 2007". TRAI reviewed the regulation issued in 2007 and issued fresh regulation i.e "Telecom Consumers Complaint Redressal Regulations, 2012" on 5th January 2012 prescribing a revised framework for redressal of complaints of consumers by service providers. As per these regulations, the access service providers have to set up complaint centre in each service area, with toll free consumer care number, for making complaints and service requests. The service providers can also setup a separate General Information number for providing information to consumers. The Service provider has to ensure redressal of the complaints and service requests within the time frame specified in Quality of Service regulations issued by TRAI.

In case the customer is not satisfied with the redressal of his complaint by the complaint centre he can file an appeal with the Appellate Authority of the service provider. The Appellate Authority has to decide on the appeal after considering the recommendations of a two member Advisory Committee, comprising of one representative from consumer organizations registered with TRAI and one from service provider. TRAI has also mandated the service providers to establish a web-based complaint monitoring system.

In accordance with the regulations the service providers have established complaint centre, Appellate Authority and web-based complaint monitoring system.

(c) In terms of the " Telecom Consumers Complaints Redressal Regulations, 2012" the service providers are not required to submit to TRAI, the details of individual complaints dealt by them within the prescribed time frame. No compiled information about the percentage of complaints dealt within the prescribed time frame by service providers providing basic service (Wireline) and broadband services is available with TRAI. Hence, the requisite data for the last three years and the current year is being collected from the service providers.

(d) No, Madam. TRAI does not monitor redressal of individual grievances. However, TRAI monitors the performance of Service Providers against the benchmarks for the various Quality of service (QoS) parameters laid down by TRAI which includes benchmark for Fault repairs as well, through quarterly performance monitoring reports, audit and assessment of quality of service through independent agencies and assessment of customer perception of service through survey and follows up through meetings with the service provider(s) for addressing the deficiencies.

(e) Taking action against erring officials is an internal matter of service providers. DoT or TRAI do not interfere in such internal matters of service providers. Further, the Regulation on the subject matter does not provide for action against officials of service providers. But TRAI through "The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Services (second amendment) Regulation, 2012", dated 8th November 2012, provides for imposition of financial disincentive on Basic Telephone Service (Wire line) and Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Network Service Quality Parameters and Customer Service Quality Parameters. TRAI has imposed financial disincentives on the service providers who were not meeting the benchmarks for the parameters (consumer centric) including the ones prescribed in the Quality of Service Regulations, based on the Performance Monitoring Reports.