

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:611

ANSWERED ON:20.07.2016

Consumer Complaints Redressal Mechanism

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Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of complaints received against Telecom Service Providers (TSPs) regarding poor telecom services and call drops during the last three years and the current year, TSP-wise;
- (b) whether the Government has conducted call drop test in some cities in the country and if so, the outcome thereof, TSP and city-wise;
- (c) the details of consumer redressal mechanism available to the consumers at present to resolve the complaints and whether the Telecom Regulatory Authority of India (TRAI) proposes to set up an ombudsman to resolve the consumer complaints;
- (d) if so, the details thereof and the likely time for setting up the same; and
- (e) whether the Government proposed to empower TRAI to take strict action including penal for poor telecom services and call drops against the TSPs and if so, the details thereof?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) Details of complaints regarding poor telecom services and call drops received by Telecom Regulatory Authority of India (TRAI) is enclosed as Annexure.

(b) TRAI, through agencies appointed by it, has conducted Independent Drive Tests in Delhi, Mumbai, Lucknow, Kanpur, Chandigarh, Hyderabad, Darjeeling, Sikkim, Bhopal, Ranchi, Trivandrum and Ahmedabad during May-June 2016. In Delhi & Mumbai, these drive tests were a repeat of the drive test undertaken earlier in December 2015-January 2016. The drive test result in Delhi shows degradation of performance on call drop rate by most of the service providers, whereas in Mumbai there is improvement in the performance on call drop rate. The drive tests results at Hyderabad, Bhopal, Ahmedabad and Ranchi show that most of the service providers are not meeting the benchmark for call drop rate in the areas covered by the drive test. In Sikkim and Darjeeling all the service providers failed to meet the benchmark for call drop rate. However, in Chandigarh, Lucknow, Kanpur and Trivandrum, most of the service providers are meeting the benchmark for call drop rate. Detailed reports of these Independent Drive Tests are published on TRAI's website www.traigov.in under Head - "Notification" Sub-Head - "RF Drive Test Portal - Reports".

(c) to (e) TRAI has laid down the frame work for the redressal of consumer complaints by service provider through the Telecom Consumer Complaints Redressal Regulations, 2012, which provides for a two tier grievance redressal mechanism of complaint centre and appellate authority. In the year 2004, TRAI had recommended establishment of an office of Ombudsman in the telecommunication sector. However, the recommendation was not agreed to by the Government. As per provisions of Telecom Regulatory Authority of India (TRAI) Act, 1997 as amended from time to time, TRAI prescribes Quality of Service (QoS) Benchmarks (including quality of telecom services and call drops) and discharge the function to ensure its compliance by the TSPs within the powers under the Act.