

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

STARRED QUESTION NO:547

ANSWERED ON:12.04.2017

Complaints against Telecom Service Providers

Mahtab Shri Bhartruhari

**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) the number of complaints received by the Telecom Regulatory Authority of India (TRAI) from subscribers against the Telecom Service Providers (TSPs) during each of the last three years and the current year, TSP-wise along with the nature of such complaints:

(b) whether the Government has found that TSPs are at fault in addressing the said complaints in an effective and time bound manner and if so, the details thereof along with the corrective measures taken/being taken by the Government in this regard;

(c) whether TRAI has any mechanism to monitor the steps taken by TSPs in addressing the grievances of subscribers and if so, the details thereof and if not, the reasons therefor; and

(d) the other steps taken/being taken by the Government in this regard?

**Answer**

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

(a) to (d) 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 (d) OF LOK SABHA STARRED QUESTION NO.547 FOR 12TH APRIL, 2017 REGARDING "COMPLAINTS AGAINST TELECOM SERVICE PROVIDERS".

(a) to (d) The nature of complaints received by Telecom Regulatory Authority of India (TRAI) can be broadly categorized under the headings such as Billing and Metering Complaint, Poor Mobile Signal/Call Drop, Disruption of Service/Delay in Fault Repair, Broadband/Internet related including Poor Speed of Broadband, Tariff Plan related including Wrong Charging of Calls for Prepaid, Unsolicited Commercial Communication related, Number Portability related, Non-Termination of Service/Billing after Termination of Service related, etc. The number of complaints received by TRAI from subscribers against Telecom Service Providers (TSPs) during each of the last three years and current year, TSP wise is enclosed as Annexure-I. These complaints were forwarded to the concerned service providers for taking appropriate action.

As per provisions of the TRAI Act, 1997, TRAI has laid down the framework for redressal of complaints by TSPs through "The Telecom Consumer Complaint Redressal Regulations, 2012." These regulations provide for a two tier complaint redressal mechanism viz."Complaint Centre" and "Appellate Authority". TRAI monitors the performance of Complaint Centres and Appellate Authorities through quarterly reports received from TSPs. TRAI has also been undertaking audit of the complaint handling process of service providers through the system of 'Metering and Billing Audit'. As per this mechanism, the service providers are required to have their metering and billing system audited annually through one of the auditors from the panel of auditors notified by TRAI. Further, they have to submit to TRAI an audit report by 31st July and action taken report by 15th November every year.

For assessing the effectiveness of complaint centre/call centre, TRAI has prescribed two parameters relating to Response time to the customer for assistance -'percentage of calls answered by the operators (voice to voice) within 90 seconds (benchmark <95%)' and 'Assistance of call centre/customer care (benchmark <95%)'. TRAI has been monitoring performance of service providers against the benchmarks for these parameters through quarterly performance monitoring reports submitted by service providers. Besides reporting the performance of TSPs on its website for information to public, financial disincentives are also imposed by TRAI on TSPs for non-compliance of prescribed benchmarks. Details of financial disincentives imposed by TRAI on various TSPs are enclosed as Annexure-II.

The customers can also register their grievances through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal of Government of India. The complaints received through CPGRAMS portal are also forwarded to the concerned TSPs for taking appropriate action. The TSPs handles the grievances received through CPGRAMS portal under the existing framework of redressal of grievances. The details of complaints received on CPGRAMS and forwarded to TSPs for resolution during last three years are enclosed as Annexure-III.