

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO. 3883  
TO BE ANSWERED ON 11<sup>TH</sup> DECEMBER, 2019**

**COMPLAINTS AGAINST TELECOM OPERATORS**

**3883. SHRI RAHUL RAMESH SHEWALE:  
SHRI BHARTRUHARI MAHTAB:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has received complaints of subscribers against Telecom Service Providers (TSPs) and if so, the details thereof along with the number of such complaints received by the Government during each of the last three years and the current year, TSP-wise;
- (b) action taken by the TRAI on such complaints;
- (c) whether the TSP have been found guilty in addressing such complaints of subscribers in an effective and time bound manner;
- (d) if so, the details thereof along with the action taken by the Government against such TSPs;
- (e) whether the TRAI has any mechanism to monitor the efforts taken by the TSPs in addressing the grievances of subscribers;
- (f) if so, the details thereof and if not, the reasons therefor; and
- (g) the other corrective steps taken/ being taken by the Government in this direction?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS,  
HUMAN RESOURCE DEVELOPMENT AND  
ELECTRONICS & INFORMATION TECHNOLOGY  
(SHRI SANJAY DHOTRE)**

- (a) Sir, total numbers of complaints against Telecom Service Providers are as under:  
1. Complaints received by TRAI:

Year 2016	Year 2017	Year 2018	Year 2019 ( <i>Jan. to November</i> )
19819	21332	32265	26402

TSP wise details are enclosed at **Annexure-I**.

2. Complaints received by Government:

Year 2016	Year 2017	Year 2018	Year 2019 ( <i>Jan. to November</i> )
60241	69406	54257	44890

TSP wise details are enclosed at Annexure-II.

(b) to (f) TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs.

(g) In case a grievance is not redressed even after exhausting the procedure as prescribed by TRAI, the complainant may approach Public Grievance Cell of Department of Telecommunications (DoT) along with all documentary evidence(s) for non-redressal of his grievance at concerned Service Provider level. Complainant may submit grievance in either of the following ways:

(i) by hand (ii) post (iii) fax (iv) phone Or (v) CPGRAMS Web Portal- URL : <http://www.pgportal.gov.in>.

The complaints so registered in DoT are forwarded to the concerned service provider/subordinate organization(s) with an advice to take appropriate action in the matter and to inform the complainant regarding the action taken towards the redressal of grievance. All the complaints received in DoT are monitored in a transparent, user friendly and structured manner by DoT staff and officers. DoT also provides an option to the complainant to raise his/her grievance through social media like twitter.

Apart from above DoT also took initiative to bring telecom consumers under the ambit of Consumer Protection Act, 2019.

Further, DoT is also considering to set-up Telecom Ombudsman for addressing the telecom consumer grievances.

**Annexure-I****Number of Complaints Received in TRAI against Telecom Service Providers**

<b>S.No.</b>	<b>Service Provider</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019*</b>
1	Aircel Cellular Limited	777	552	1821	13
2	Dishnet Wireless Ltd	0	0	1	0
3	Bharti Airtel Ltd. (Airtel)	6599	6932	12041	9150
4	Bharat Sanchar Nigam Limited (BSNL)	963	819	1102	1236
5	Loop Mobile (India) Ltd.	1	0	0	0
6	Loop Telecom Limited	0	0	0	0
7	Quadrant Televentures Ltd (HFCL)	26	29	9	1
8	Idea Cellular Ltd. (Idea)	2131	2594	3380	2129
9	Mahanagar Telephone Nigam Ltd. (MTNL)	318	268	295	195
10	Reliance Communications Ltd. (Reliance)	3429	2689	1108	10
11	Reliance Telecom Ltd	4	5	0	2
12	S Tel Private Ltd. (S Tel)	0	0	0	0
13	Sistema Shyam Teleservices Ltd (MTS)	405	176	80	0
14	Tata Teleservices Ltd. (TTSL)	771	601	753	289
15	Unitech Wireless (Tamil Nadu) Pvt. Ltd. (Uninor)	105	70	87	1
16	Vodafone India Limited (Vodafone)	4210	5394	8278	9190
17	Videocon Telecommunication Ltd. (Videocon)	36	7	2	1
18	Etisalat D.B. Telecom Pvt. Ltd. (Etisalat)	1	0	0	2
19	Reliance JioInfocomm Ltd	43	1196	3308	4183
<b>Total</b>		<b>19819</b>	<b>21332</b>	<b>32265</b>	<b>26402</b>

\* Figures are till November 2019

**Annexure-II**

List of TSPs	Total Number of complaints received			
	2019 (till 30.11.2019)	2018	2017	2016
Bharat Sanchar Nigam Limited Corporate Office	18959	17155	28264	35319
Etisalat DB Telecom Pvt. Ltd	1	0	1	0
M/s Vodafone Essar Mobile Services Ltd	3334	3757	3999	2741
M/s.Aditya Birla Telecom Ltd.	17	10	8	0
M/s.Aircel Cellular Ltd.	81	709	631	1022
M/s.Bharti Airtel Ltd.	5540	7111	7843	4326
M/s.HFCLInfotel Ltd.	4	16	54	39
M/s.Idea Cellular Ltd.	1504	2572	3104	2056
M/s.Reliance Communications Ltd.	246	855	3425	4614
M/s.Tata Teleservices Maharashtra Ltd.	140	385	693	798
Mahanagar Telephone Nigam Limited Corporate office	10711	16584	17620	7929
Reliance JioInfocomm Limited	4339	4974	3353	811
Sistema Shyam Telecom Services	8	49	175	343
Telewings Communications	6	80	236	243
<b>Total</b>	<b>44890</b>	<b>54257</b>	<b>69406</b>	<b>60241</b>

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