

**GOVERNMENT OF INDIA  
MINISTRY OF INFORMATION & BROADCASTING**

**LOK SABHA  
UNSTARRED QUESTION NO. 1333  
(TO BE ANSWERED ON 23.11.2016)**

**COMPLAINT AGAINST CABLE OPERATOR**

**1333. SHRI SANTOKH SINGH CHAUDHARY**

**WILL THE MINISTER OF INFORMATION AND BROADCASTING BE PLEASED TO STATE:**

- (a) The total number of complaints received against Multisystem Operator (MSO) Local Cable Operator (LCO) of the country during the last three years, year-wise,
- (b) The time by which set top boxes are likely to be installed throughout in the country;
- (c) Whether the Government has taken action against local cable operator for overcharging the customers and if so, the details thereof; and
- (d) The number of licenses of cable operators cancelled by the Government during the said period State/UT-wise?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING {( COL. RAJAYAVARDHAN RATHORE ( RETD.) }**

- (a) The total numbers of complaints received during last three year by TRAI are as under:-

S. No.	Year(s)		
	2012-13	2013-14	2014-15
DTH & DAS related complaints	231	436	476

- (b) As per Cable TV Rule, the cut of date for complete digitization is 31<sup>st</sup> December, 2016 as such all cable subscribers in the country should take STBs before this date to continue to avail cable TV services. However, due to pending Court cases, the implementation may be delayed,
- (c) As intimated by TRAI any violation is to be dealt in accordance with provisions of the TRAI Act.

In respect of analogue cable TV services being provided in non DAS areas, the charges to be paid by a subscriber to a local cable operator is governed by the tariff order notified by the Authority from time to time. The

service provider shall charge the subscription fee for cable TV services within the ceiling specified by the Authority.

In respect of Cable TV Services provided through DAS, the retail tariff is under forbearance and therefore the charges to be levied by a service provider is decided by the service provider itself. However, to protect the interest of subscribers in DAS notified areas, the Authority has prescribed that every service provider shall offer a basic service tier of 100 Free to Air (FTA) channels at a maximum price of Rs. 100/- plus applicable taxes.

- (d) Ministry has cancelled 18 MSO registrations till date out of which 9 registrations were cancelled due to denial of security clearance by MHA and another 9 registrations were cancelled due to either non-operationalization or surrender of registrations by MSOs.

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