

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

**LOK SABHA  
STARRED QUESTION NO.547  
TO BE ANSWERED ON 12<sup>TH</sup> APRIL, 2017**

**COMPLAINTS AGAINST TELECOM SERVICE PROVIDERS**

\*547. SHRI BHARTRUHARI MAHTAB:

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.

**Contd.....2/-**

**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 12<sup>TH</sup> 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 31<sup>st</sup> July and action taken report by 15<sup>th</sup> 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  $\leq 95\%$ )’ and ‘Assistance of call centre/customer care (benchmark  $\leq 95\%$ )’. 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**.

**Contd.....3/-**

Number of complaints received by TRAI from subscribers against TSPs

S. No.	Service Provider	YEAR			
		2014	2015	2016	2017 (01.01.2017 to 28.02.2017)
1	AIRCEL/ DISHNET	1068	1085	777	96
2	AIRTEL	4258	6131	6599	733
3	LOOP	333	73	-	-
4	HFCL / QUADRANT	9	19	26	-
5	IDEA	2145	2594	2131	321
6	RELIANCE	3299	3527	3433	403
7	MTS	544	801	405	20
8	TATA	1707	1464	771	75
9	UNINOR/ TELENOR	246	193	105	6
10	VODAFONE	4773	5387	4210	638
11	VIDEOCON	43	49	36	6
12	MTNL	546	522	318	55
13	BSNL	1410	1444	963	123
14	S TEL	2	1	-	-
15	ETISLAT	3	3	-	-
16	RJIO	-	-	-	63
	<b>TOTAL</b>	20386	23293	19774	2539

MTS-Systema Shyam Teleservices Limited  
MTNL – Mahanagar Telephone Nigam Limited  
BSNL – Bharat Sanchar Nigam Limited  
RJIO – Reliance Jio Infocomm Limited

**Contd.....4/-**

## Annexure-II

Details of financial disincentives imposed by TRAI on various TSPs for non-compliance of the provisions of “The Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2010 ”

Name of the Service Provider/Company	Amount Imposed (in Rs.)	Amount Waived off (in Rs.)	Net Amount Payable (in Rs.)	Amount Collected (in Rs.)	Period of violation	
Bharti Airtel Ltd.	100000		100000	100000	2012-13	
Reliance	175575000	144848000	30727000	30727000	2013-14	
Aircel	20258000		20258000	20258000		
Tata	12226000		12226000	12226000		
Idea	9632000		9632000	9662000		
Vodafone	4544000		4544000	4495000		
Unitech	4499000		4499000	4499000		
Bharti Airtel Ltd.	2215000		2215000	2164000		
Sistema Shyam (MTS)	16330000		16330000	16330000		
Videocon	315000		315000	315000		
Loop Mobile	160000		160000	160000		
MTNL	30000		30000	0		
BSNL	5000		5000	5000		
Quadrant (HFCL)	5000		5000	5000		
Reliance	15887000		15887000	15887000		2014-15
Aircel	540500		540500	540500		
Tata	6722000		6722000	6722000		
Idea	279000		279000	249000		
Vodafone	667500		667500	617500		
Unitech	291500		291500	291500		
Bharti Airtel Ltd.	426500		426500	426500		
Sistema Shyam	3956500		3956500	3956500		
Aircel	288500		288500	288500		
Bharti Airtel Ltd.	4725500		4725500	4725500	2015-16	
BSNL	28177000	86000	28091000	3482500		
Idea	191000		191000	191000		
Reliance	15548000		15548000	15548000		
Sistema Shyam	254000		254000	254000		
Tata	11027000		11027000	11027000		
Telenor	423000		423000	423000		
Videocon	69000		69000	69000		
Vodafone	341000		341000	341000		
Aircel	2496000		2496000	633000		
Bharti Airtel Ltd.	2315500		2315500	2316000		
BSNL	24910000	27000	24883000	0		
Idea	1382000		1382000	1382000		
Reliance	30129000		30129000	25813000		
Sistema Shyam	473500		473500	473500		
Tata	5946500		5946500	5946500		
Telenor	1720500		1720500	1720500		
Vodafone	926000		926000	585500		
Aircel	306000		306000	0	2016-17	
Bharti Airtel Ltd.	324500		324500	0		
BSNL	670500		670500	0		
Idea	229500		229500	0		
Reliance	4156000		4156000	0		
Tata	268500		268500	0		
Telenor	27000		27000	0		
Vodafone	131000		131000	0		
<b>Total</b>	<b>412120500</b>	<b>144961000</b>	<b>267159500</b>	<b>204856000</b>		

BSNL - Bharat Sanchar Nigam Limited; MTNL – Mahanagar Telephone Nigam Limited

Contd.....5/-

Number of complaints registered on CPGRAMS and forwarded to TSPs for disposal

Year	2014		2015		2016		2017 (till 05.04.2017)		Total	
	Registered	Disposed	Registered	Disposed	Registered	Disposed	Registered	Disposed	Registered	Disposed
Aircel	1281	1196	1456	1456	1148	1209	211	216	4096	4077
Airtel	3753	3602	4408	4324	4875	4958	2014	2003	15050	14887
Idea	2256	2187	2191	2186	2402	2427	749	737	7598	7537
MTNL	13587	13320	10317	10129	7992	8223	1548	1603	33444	33275
BSNL	18155	16727	29280	27968	35874	36051	7360	8994	90669	89740
RCOM	4461	4267	4378	4257	5037	5204	936	985	14812	14713
MTS	541	501	697	721	359	389	56	57	1653	1668
Tata	1802	1746	1266	1268	933	950	217	235	4218	4199
RJIO	-	-	-	-	869	802	496	500	1365	1302
Vodafone	3654	3500	3265	3233	3101	3190	935	916	10955	10839
HFCL	36	31	59	62	94	95	26	21	215	209
Telewings	491	472	286	274	271	286	57	64	1105	1096
<b>Total</b>	<b>50017</b>	<b>47549</b>	<b>57603</b>	<b>55878</b>	<b>62955</b>	<b>63784</b>	<b>14605</b>	<b>16331</b>	<b>185180</b>	<b>183542</b>

BSNL - Bharat Sanchar Nigam Limited

MTNL – Mahanagar Telephone Nigam Limited

MTS - Systema Shyam Teleservices Limited

RCOM – Reliance Communications Limited

RJIO – Reliance Jio Infocomm Limited

HFCL – HFCL/ Quadrant

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