

**GOVERNMENT OF INDIA
MINISTRY OF INFORMATION AND BROADCASTING**

**LOK SABHA
STARRED QUESTION NO. *550
(TO BE ANSWERED ON 05.04.2018)**

DTH SERVICE PROVIDERS

***550. SHRI KUNWAR HARIBANSH SINGH:
SHRI SUDHEER GUPTA:**

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government is aware that many customers are not happy/satisfied with their DTH service providers;
- (b) if so, the details thereof and the number of complaints received by the Government along with the reasons therefor during each of the last three years and the current year;
- (c) the steps taken/being taken by the Government to resolve/address each and every complaint in a time bound manner;
- (d) whether the Government proposes to bring DTH portability like mobile number portability to help unhappy/dissatisfied customers to switch over to other service providers and if so, the details thereof and the time by which it is likely to be implemented; and
- (e) the steps taken/being taken by the Government to boost healthy competition among DTH service providers and bring down DTH price in the country?

ANSWER

**THE MINISTER OF INFORMATION AND BROADCASTING
(SMT. SMRITI ZUBIN IRANI)**

(a) to (e): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. *550 FOR ANSWER ON 05.04.2018

(a) and (b) A total number of 1922 complaints/grievances against private DTH service providers have been received through Centralized Public Grievance Redress And Monitoring System (CPGRAMS) in this Ministry during the last three years and the current year on various issues involving technical/financial/policy matter viz. delay or improper installation, malfunctioning of Set-Top-Box, issues of interoperability, unauthorised disconnection, disruption of signal during bad weather, improper billing, recharge, service charges, subscription rates, tariff order, channel package, free-to-air and duration of advertisements. Telecom Regulatory Authority of India (TRAI) also receives Consumer Complaints against DTH service providers. The details of complaints against DTH service providers received in this Ministry as well as TRAI (as informed by TRAI) during each of the last three years and the current year are given below:-

S.No.	Year	No. of Complaints received in Ministry of Information and Broadcasting	No. of Complaints received in TRAI
1	2015	448	354
2	2016	651	562
3	2017	672	418
4	2018	151 (till 02.04.2018)	147 (till 26.03.2018)
	Total	1922	1481

(c) Out of 1922 complaints/grievances, 1811 complaints/grievances have been addressed by this Ministry till date. As soon as the complaints are received in this Ministry, the same are forwarded to the concerned DTH operators for redressal and also followed up with the concerned DTH operators for redressal. After receipt of information about the redressal of grievance from DTH operators the same is uploaded on CPGRAMS for disposal. The grievances related to subscription rate, tariff order and channel package are forwarded to TRAI for redressal under intimation to this Ministry. The regulation of TRAI namely "The Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulation, 2007 dated 31st August 2007, as amended on 12th March 2009, essentially covers regulatory provisions relating to protection of the interests of DTH subscribers. Ministry of Information and Broadcasting has also held a meeting on 11.09.2017 with DTH operators on Grievance Redressal Mechanism of DTH Service Providers. During the meeting, the representatives from DTH operators explained that the subscribers in connection with their grievance can reach them through Customer Care Numbers (Toll Free) and e-mail communication and can also escalate their grievances/complaints to higher levels if they are not satisfied with the redressal provided.

(d) Telecom Regulatory Authority of India (TRAI) in its recommendations on “Issues relating to New DTH Licenses” dated 23.07.2014 has recommended replacement of license condition at clause 7.1 of the existing DTH guidelines which stipulated that “The Open Architecture (Non-proprietary) Set Top Box (STB), which will ensure technical compatibility and effective interoperability among different DTH service providers, shall have such specifications as laid down by the Government from time to time” **with** “The Set Top Box offered by a DTH service provider shall have such specifications as laid down by the Bureau of Indian Standard (BIS) from time to time”. TRAI further recommended that BIS should come out with updated specifications for STBs from time to time and while doing so, BIS shall consult TRAI and that the license conditions should mandate the licensee to comply with the tariff order/scheme prescribed by TRAI for commercial interoperability. The Inter-Ministerial-Committee (IMC) constituted for the purpose of examining the TRAI recommendations have recommended that the matter may be taken up with Ministry of Electronics and Information Technology and Bureau of Indian Standard. Ministry of Information and Broadcasting have accepted the recommendations of IMC and have referred the matter to Ministry of Electronics and Information Technology and Bureau of Indian Standard (BIS). Policy making is a dynamic and ongoing process which takes considerable time.

(e) To boost healthy competition among DTH service providers and bring down DTH price in country, TRAI has laid down a comprehensive regulatory framework through the “The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017” and “The Telecommunication (Broadcasting and Cable) services (Eighth) (Addressable Systems) Tariff Order, 2017”. Presently, the subject matter is sub-judice.
