

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

**LOK SABHA
UNSTARRED QUESTION No. 2723
(TO BE ANSWERED ON 27.12.2018)**

COMPLAINTS AGAINST CABLE OPERATORS

**2723. SHRI CHHOTE LAL:
ADV. NARENDRA KESHAV SAWAIKAR:**

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

- (a) whether the complaints against cable operators have come to the notice of the Government;
- (b) if so, the details thereof;
- (c) whether Telecom Regulatory Authority of India (TRAI) has framed new guidelines for cable operators;
- (d) if so, the details thereof; and
- (e) whether any monitoring mechanism exists to ensure adherence to the guidelines and if so, the details thereof?

ANSWER

THE MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF INFORMATION AND BROADCASTING {COL RAJYAVARDHAN RATHORE (Retd.)}

(a) & (b): Yes, Madam. During the current year, 227 complaints have been received in the Ministry against the cable operators on the following issues:

- (i) Subscription Charges
- (ii) Non Issuance of payment receipts
- (iii) Irregular Delay in services
- (iv) Faulty STB
- (v) Tariff Package
- (vi) Abrupt Stoppage of Services

(c) & (d): Telecom Regulatory Authority of India (TRAI) has framed new regulatory framework for Addressable Systems for service providers including cable operators. The details of the regulations are available on TRAI's website: www.trai.gov.in.

(e) Yes. The regulation/tariff order stipulates reporting requirements for service providers for their compliance to the said regulation.
