

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

**LOK SABHA
UNSTARRED QUESTION NO. 3650
TO BE ANSWERED ON 22ND MARCH, 2023**

IVR IN REGIONAL LANGUAGE

†3650. SHRI GOPAL JEE THAKUR:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether various telecommunication companies provide Interactive Voice Response (IVR) in the regional language in every State, if so, the details thereof;
- (b) whether Maithili language included in the Eighth schedule and spoken mainly in 22 districts of Bihar state does not have telecom operator in Maithili language, if so, the details thereof;
- (c) whether the Government will direct the telecom company keeping the subject in view; and
- (d) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

- (a) The Telecommunication Service Providers (TSPs) provide Interactive Voice Response (IVR) in the regional language in the States. The languages used in the IVR Systems are English/ Hindi/ Bengali/ Assamese/ Odia/ Manipuri/ Mizo/ Khasi/ Bhojpuri/ Malayalam/ Kannada/ Telugu/ Tamil/ Chhattisgarhi/ Marathi/ Gujarati/ Marwari/ Punjabi/ Bhojpuri/ Kashmiri.
- (b) Maithili language is not being used by the TSPs at present.
- (c) & (d) TRAI in Telecom Consumers Protection (Eighth Amendment) Regulations, 2015 (5 OF 2015)- Schedule – III has mentioned as below:

“On receipt of request from the consumer through IVR, the service provider shall provide to the consumer, over the recorded IVR, the choice of language for interaction, which shall be in English, Hindi and in the regional language.”

TRAI in Telecom Consumers Complaint Redressal Regulations, 2012 has mentioned as below:

Section 3(1)- A Complaint Centre for a service area shall provide the service in the local language of that service area in addition to Hindi and English.

Section (9) - Every service provider shall ensure that an Interactive Voice Response System or IVRS, if installed on a “Consumer Care Number”, is operated and the first level of the IVRS provides for language selection.
