

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

**LOK SABHA
UNSTARRED QUESTION NO. 1794
TO BE ANSWERED ON 27TH JULY, 2022**

POOR TELECOM SERVICES

1794. SHRISADASHIV KISAN LOKHANDE
SHRI SUNIL KUMAR MONDAL

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government Telecom Regulatory of India (TRAI) has taken cognizance of the rise in complaints and other grievances of consumers against telecom operators for the deficit and unsatisfactory service during the last five years;
- (b) if so, the details thereof along with the action taken / being taken in this regard and if not, the reasons therefor;
- (c) the State-wise details including the number of such complaints received during the last three years and the number of complaints resolved out of these till date; and
- (d) the action taken by the Government after carrying out inquiry in this regard?

ANSWER

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

(a) to (d) In order to protect the interest of consumers, Telecom Regulatory of India (TRAI) has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs.

In case a complaint is not redressed even after exhausting the two tier procedure as prescribed by the TRAI, the complainants may approach Public Grievance wing of Department of Telecommunications (DoT) for resolution of their grievances. All the grievances so received are monitored and resolved through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) Portal (www.pgportal.gov.in).

TRAI is monitoring performance of Service Providers through Quarterly Performance Reports received from the Service providers against the various benchmarks fixed in respect of parameters given in the regulations framed by TRAI. These regulations have been amended from time to time as per requirements arisen.

During last five years, TRAI has taken following actions to improve the quality of service thereby reducing consumer complaints:-

- a. In year 2017, reviewed the parameters related to Call Drop and its prescribed benchmarks.
- b. In year 2018, parameters related to Down-link packet drop rate and Up-link packet drop rate introduced.
- c. In year 2018, revised regulatory framework introduced to curb the Unsolicited Commercial Communications.
- d. In year 2019, Time duration of alert for an incoming voice call introduced.
- e. In year 2020, regulation issued to strengthen consumer protection measures with respect to International Mobile Roaming Services

TRAI received Performance Report License Service Area wise. So state-wise data is not available in TRAI. License Area wise details of complaints received by Service Providers during the last three years (Calendar Year wise) and number of such complaints as on 31.03.2022 are attached as Annexure.

In case TSPs are not meeting the benchmarks for the parameters defined under QoS regulations, then Financial disincentives are imposed on the TSPs who have not met the benchmarks.

Annexure

License Area wise (LSA) wise details of complaints received by Service Providers during the last three years and current year till 31.03.2022

S No	LSA	2019	2020	2021	2022 (till 31.3.2022)	Pending complaints as on 31.03.2022
1	Andhra Pradesh	19,38,287	19,02,884	32,68,443	8,82,318	51,437
2	Assam	5,10,530	6,21,470	9,73,400	2,19,912	16,999
3	Bihar	17,43,040	20,44,196	41,53,854	11,82,498	12,919
4	Delhi	49,81,549	47,31,992	64,94,962	16,09,314	54,154
5	Gujarat	22,63,074	22,67,002	34,13,594	7,92,834	37,405
6	Haryana	6,25,661	8,40,245	21,36,274	5,11,592	15,401
7	Himachal Pradesh	88,393	1,72,846	2,80,048	71,486	4,153
8	Karnataka	21,44,837	24,71,280	27,34,054	2,90,983	34,678
9	Kerala	25,82,889	18,80,842	23,32,619	6,59,740	22,109
10	Jammu & Kashmir	2,23,809	1,82,815	9,83,490	4,65,829	38,038
11	Kolkata	13,58,933	11,99,582	15,81,353	3,39,998	16,348
12	Madhya Pradesh	17,33,601	17,48,781	28,13,441	6,12,173	25,956
13	Maharashtra	55,20,781	40,07,201	62,13,212	12,46,460	43,024
14	Mumbai	37,67,485	30,04,783	36,39,855	8,45,660	47,598
15	North East	1,85,489	1,94,557	3,09,927	74,160	6,568
16	Odisha	6,75,922	6,34,865	9,55,198	1,83,886	11,427
17	Punjab	11,31,398	12,85,088	22,04,893	4,96,404	29,483
18	Rajasthan	12,16,911	14,50,699	28,93,050	7,58,576	23,096
19	Tamil Nadu	18,46,775	22,74,615	40,28,157	9,44,166	25,507
20	Uttar Pradesh (East)	29,28,824	49,04,063	64,24,158	13,83,767	32,053
21	Uttar Pradesh (West)	35,68,882	35,92,040	46,36,521	10,05,919	21,506
22	West Bengal	14,08,124	13,99,090	27,26,806	5,96,512	10,614
	Total	4,24,45,194	4,28,10,936	6,51,97,309	1,51,74,187	5,80,473
