

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO.1102
TO BE ANSWERED ON 2nd MARCH, 2016**

TELECOM OPERATORS

†1102. SHRI ARVIND SAWANT:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has imposed penalty on the telecom operators for non-compliance of guidelines pertaining to verification of subscribers in the country;
- (b) if so, the details thereof along with the names of such operators during the current financial year;
- (c) whether such operators have paid penalty to the Government;
- (d) if so, details thereof, company-wise;
- (e) whether the Government proposes to impose penalty on those telecom operators also who are not providing quality telecom services in the country; and
- (f) if so, the details thereof?

ANSWER

**THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

(a) & (b) Yes Madam, Telecom Enforcement, Resource & Monitoring (TERM) Cells carry out sample verification of Customer Acquisition Form (CAF) and related documents of the acquired customers, by all TSPs, which brings out non-compliant cases where DoT guidelines pertaining to verification of subscribers were violated by TSPs in acquiring the customer. For such non-compliant cases, TERM Cells impose applicable financial penalties on erring TSPs as per the guidelines issued from time to time.

The details of total financial penalty imposed on different TSPs for violation of CAF verification norms during current financial year 2015-16 (i.e. from 01.04.2015 till 31.12.2015), TSP wise, are enclosed at **Annexure-I**.

(c) & (d) Yes. The details of total financial penalty recovered from different TSPs for violation of CAF verification norms during current financial year (i.e. 01.04.2015 till 31.12.2015), TSP wise, are enclosed at **Annexure-II**.

Contd.....2/-

(e) & (f) Telecom Regulatory Authority of India (TRAI) has laid down Quality of Service (QoS) benchmarks for Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service through “The Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009” issued on 20th March, 2009. As per these regulations, TRAI has been monitoring the performance of service providers, against the QoS benchmarks for the various parameters through Quarterly Performance Monitoring Reports. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

To create further deterrent against consecutive non-compliance with the benchmarks, TRAI had recently notified “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Fourth Amendment) Regulations, 2015” on 15th October 2015, providing for increased Financial Disincentives in such cases. The penalties amounting to Rs. 10,70,35,000/- (Rupees Ten Crores, Seventy Lakhs and Thirty five thousand only) has been imposed so far on defaulting service providers for not meeting the QoS benchmarks.

Contd.....3/-

S.No.	Name of Telecom Service Provider (TSP)	Total Sum of Financial Graded Penalty imposed (in Rs.) during current financial Year 2015-16 (i.e. from 01.04.2015 till 31.12.2015)
1	AIRCEL	17,03,75,899
2	ALLIANZ/ETISALAT	1,97,630
3	BAL/BHL/AIRTEL	38,70,60,409
4	BSNL	73,76,55,823
5	IDEA/ABTL	41,76,38,247
6	MTNL	21,05,000
7	QTL(HFCL)	15,89,17,000
8	RELIANCE	40,20,76,804
9	SSTL	33,47,918
10	STL	0
11	TATA	43,73,19,577
12	UNINOR/TELENOR	1,44,30,373
13	VODAFONE	50,25,12,091
14	VIDEOCON	19,89,184
	Grand Total	323,56,25,955

Contd.....4/-

S.No.	Name of Telecom Service Provider (TSP)	Total Sum of Financial Graded Penalty recovered (in Rs.) during current financial Year 2015-16 (i.e. from 01.04.2015 till 31.12.2015)
1	AIRCEL	7,95,78,899
2	ALLIANZ/ETISALAT	0
3	BAL/BHL/AIRTEL	9,73,82,409
4	BSNL	2,87,98,199
5	IDEA/ABTL	11,84,59,247
6	MTNL	3,33,000
7	QTL(HFCL)	46,92,000
8	RELIANCE	5,44,35,412
9	SSTL	34,89,918
10	STL	0
11	TATA	3,57,59,577
12	UNINOR/TELENOR	1,44,39,373
13	VODAFONE	18,16,36,483
14	VIDEOCON	25,58,184
	Grand Total	62,15,62,701
