

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

**LOK SABHA
UNSTARRED QUESTION NO.3053
TO BE ANSWERED ON 16th MARCH, 2016**

CONSUMER COMPLAINTS

3053. SHRI BHARATHI MOHAN R.K.:

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

- (a) whether consumers' complaints about bills, connectivity, mobile portability, harassment, etc. against mobile service providers are increasing;
- (b) if so, the details of complaints received during the last one year and the current year, service provider-wise; and
- (c) the action taken against the erring service providers/officials for their failure to address the complaints of the subscribers in an effective and time bound manner?

ANSWER

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

- (a) & (b) Yes Madam, there is slight increase in consumer complaints against few mobile service providers. Number of complaints against different mobile service providers received during 2014 and 2015 in DOT and TRAI are enclosed at Annexure-I & II respectively.
- (c) Action taken by Government to resolve and contain the public complaints are:
 - i. Complaints received in DOT and TRAI are being forwarded to concerned service providers for their resolution.
 - ii. For effective resolution of consumer complaints, TRAI has laid down the standards of quality of service parameters relating to time limit for fault repair, billing complaints, refund of security deposits and rent rebate for delayed fault repair. TRAI has been monitoring the performance of service providers against the benchmarks for these parameters through quarterly performance monitoring reports submitted by the service providers. Wherever the quality of service benchmark is not met, financial disincentives are imposed so that the service providers improve their performance.
 - iii. TRAI has issued Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 providing financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations.
 - iv. Government PSUs (BSNL/MTNL) are using social media for receiving complaints and suggestions from customers for better customer satisfaction.

Contd...2/-

Annexure - I

Complaints received in DOT

S. No.	Name of Service Provider	2014	2015
1	Aircel	1281	1455
2	Airtel	3754	4404
3	BSNL	18165	29272
4	IDEA	2257	2189
5	LOOP	141	32
6	MTNL	13588	10317
7	MTS/SSTL	541	697
8	HFCL	36	59
9	Reliance	4465	4375
10	Tata	1762	1158
11	Uninor/ Telewings	492	285
12	Videocon	60	128
13	Vodafone	3655	3263
Total		50197	57634

Contd....3/-

Annexure - II

Complaints received in TRAI

S. No.	Name of Service Provider	2014	2015
1	Aircel	1061	1082
2	Airtel	3919	6135
3	BSNL	838	1526
4	IDEA	2149	2599
5	LOOP	337	0
6	MTNL	112	523
7	MTS/SSTL	470	800
8	HFCL	2	19
9	Reliance	3059	3528
10	Tata	1479	1465
11	Uninor/ Telewings	246	193
12	Videocon	43	49
13	Vodafone	4779	5394
Total		18494	23313
