

**GOVERNMENT OF INDIA
INFORMATION AND BROADCASTING
LOK SABHA**

UNSTARRED QUESTION NO:3750
ANSWERED ON:21.08.2003
COMPLAINTS FROM CABLE CUSTOMERS IN MUMBAI
DR. KIRIT SOMAIYA

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

- (a) whether the Ministry has initiated action on the complaints received from 50,000 cable customers of Mumbai;
- (b) if so, whether cable operators arbitrarily disconnected cable customers' connections;
- (c) if so, whether Cable Act (Amended) makes the Police Commissioner responsible to take proper action;
- (d) if so, whether any interaction has been taken place between Ministry and Maharashtra Government and Mumbai Police regarding providing protection to cable customers;
- (e) if so, the details thereof; and
- (f) the other action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF INFORMATION AND BROADCASTING (SHRI RAVI SHANKAR PRASAD)

(a) & (b): On the basis of complaints from various quarters, Government had decided to bring forward the amendment Act for regulating the operation of television networks through an addressable system. After monitoring the status of preparedness for introducing CAS and discussions with various stakeholders, viz. Broadcasters, MSOs, cable operators and consumer Groups, it has been decided to roll out CAS in a zonal phased manner in the metros of Delhi, Mumbai and Kolkata and in the entire Chennai Metropolitan area w.e.f. 1.9.2003. Government has also specified Rs. 72/-(plus taxes) as the maximum price of basic service tier, consisting of not less than 30 free-to-air channels.

(c) to (f): Commissioner of Police, DM/SDM and other officers, notified by the State or the Central Government, have been made authorized officers by the provisions of the Cable Act, 1995. This provision of the Cable Act is in addition to the provision of Cinematograph Act, 1952, the Copyright Act, 1957 and the Consumer Protection Act, 1986. The Ministry of Information & broadcasting has been taking regular action for effective implementation and monitoring of the provisions of Cable Act, whenever any violation is brought to its notice.