

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

STARRED QUESTION NO:409
ANSWERED ON:21.12.2005
OMBUDSMAN FOR TELECOM SECTOR
Chitthan Shri N.S.V.;Madhwaraj Smt. Manorama

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

- (a) whether the Government proposes to draft a new Telecom Policy in order to set up an institution of Ombudsman in the Telecom Sector to address the grievances of subscribers;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be set up?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 409 FOR 21ST DECEMBER, 2005 REGARDING OMBUDSMAN FOR TELECOM SECTOR.

(a) & (b) The new draft Telecom Policy will cover various aspects. In so far as setting up of an institution of an Ombudsman is concerned, Telecom Regulatory Authority of India had recommended setting up of office of Ombudsman. Government after careful consideration have decided that this was not a feasible proposition. Instead various Service Providers were asked on 22nd September, 2005 to set up a consumer redressal mechanism at following levels:

- (i) Call Centre level
- (ii) An Appellate Authority within service provider's organization

Further, all Service Providers were asked to publicise about their redressal mechanism on regular basis through various advertising means or through telephone bills sent to their subscribers.

(c) Does not arise in view of above.