

**COMMITTEE ON  
GOVERNMENT ASSURANCES  
(2020-2021)**

**(SEVENTEENTH LOK SABHA)**

**FIFTEENTH REPORT**

**REVIEW OF PENDING ASSURANCES  
PERTAINING TO THE MINISTRY OF  
COMMUNICATIONS (DEPARTMENT OF  
TELECOMMUNICATIONS)**

**Presented to Lok Sabha on 09/02/2021**



**LOK SABHA SECRETARIAT  
NEW DELHI**

**February, 2021/Magha, 1942 (Saka)**

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**COMPOSITION OF THE COMMITTEE  
ON GOVERNMENT ASSURANCES\*  
(2020 - 2021)**

**SHRI RAJENDRA AGRAWAL**

- Chairperson

**MEMBERS**

2. Shri Sudip Bandyopadhyay
3. Shri Nihal Chand Chauhan
4. Shri Gaurav Gogoi
5. Shri Nalin Kumar Kateel
6. Shri Ramesh Chander Kaushik
7. Shri Kaushalendra Kumar
8. Shri Ashok Mahadeorao Nete
9. Shri Santosh Pandey
10. Shri Pashupati Kumar Paras
11. Shri M.K. Raghavan
12. Shri Chandra Sekhar Sahu
13. Dr. Bharatiben Dhirubhai Shyal
14. Shri Indra Hang Subba
15. Smt. Supriya Sule

**SECRETARIAT**

- |                               |   |                  |
|-------------------------------|---|------------------|
| 1. Shri Pawan Kumar           | - | Joint Secretary  |
| 2. Shri Lovekesh Kumar Sharma | - | Director         |
| 3. Shri S. L. Singh           | - | Deputy Secretary |

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\* The Committee has been constituted w.e.f. 09 October, 2020 *vide* Para No. 1773 of Lok Sabha Bulletin Part-II dated 16 October, 2020

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## INTRODUCTION

I, the Chairperson of the Committee on Government Assurances (2020-2021), having been authorized by the Committee to submit the Report on their behalf, present this Fifteenth Report (17<sup>th</sup> Lok Sabha) of the Committee on Government Assurances regarding "Review of Pending Assurances Pertaining to the Ministry of Communications (Department of Telecommunications)".

2. The Committee on Government Assurances (2019-2020) at their sitting held on 03<sup>rd</sup> January, 2020 took oral evidence of the representatives of the Ministry of Communications (Department of Telecommunications) regarding pending Assurances.

3. The Committee on Government Assurances (2019-2020) considered and adopted this Report at their sitting held on 8<sup>th</sup> October, 2020. The term of the Committee expired on 8<sup>th</sup> October, 2020 and the Committee on Government Assurances (2020-2021) was constituted w.e.f. 9<sup>th</sup> October, 2020. The Report was again considered and adopted by the Committee on Government Assurances (2020-2021) at their Sitting held on 08<sup>th</sup> February 2021 2021. The Committee were immensely benefited by the contribution made by the predecessor Committee.

4. The Minutes of the aforesaid sittings of the Committee form part of this Report.

5. For facility of reference and convenience, the Observations and Recommendations of the Committee have been printed in bold letters in the Report.

NEW DELHI;  
08 February, 2021  
Magha 19 , 1942 (Saka)

**RAJENDRA AGRAWAL,**  
**CHAIRPERSON,**  
**COMMITTEE ON GOVERNMENT ASSURANCES**

## **REPORT**

### **I. Introductory**

The Committee on Government Assurances scrutinize the Assurances, promises, undertakings, etc., given by the Ministers from time to time on the floor of the House and report the extent to which such Assurances, promises, undertakings have been implemented. Once an Assurance has been given on the floor of the House, the same is required to be implemented within a period of three months. The Ministries/Departments of the Government of India are under obligation to seek extension of time required beyond the prescribed period for fulfilment of the Assurance. Where a Ministry/Department is unable to implement an Assurance, that Ministry/Department is bound to request the Committee for dropping it. The Committee consider such requests and approve dropping, in case, they are convinced that grounds cited are justified. The Committee also examine whether the implementation of Assurances has taken place within the minimum time necessary for the purpose and the extent to which the Assurances have been implemented.

2. The Committee on Government Assurances (2009-2010) took a policy decision to call the representatives of various Ministries/Departments of the Government of India, in a phased manner, to review the pending Assurances, examine the reasons for pendency and analyze operation of the system prescribed in the Ministries/Departments for dealing with Assurances. The Committee also decided to consider the quality of Assurances implemented by the Government.

3. The Committee on Government Assurances (2014-2015) decided to follow the well established and time tested procedure of calling the representatives of the Ministries/Departments

of the Government of India, in a phased manner and review the pending Assurances. The Committee took a step further and decided to call the representatives of the Ministry of Parliamentary Affairs also as all the Assurances are implemented through it.

4. In pursuance of the *ibid* decision, the Committee on Government Assurances (2019-2020) called the representatives of the Ministry of Communications (Department of Telecommunications) and the Ministry of Parliamentary Affairs for oral evidence on 03 January 2020 and examined the following sixteen pending Assurances (Appendix-I to XVI):

<b>S.No.</b>	<b>SQ/USQ No. dated</b>	<b>Subject</b>
1.	USQ No. 2186 dated 14.03.2007	Setting up of BTS in Border Areas (Appendix-I)
2.	USQ No. 4628 dated 09.05.2007	Grievances Redressal Mechanism by the Access Providers (Appendix-II)
3.	USQ No. 1090 dated 13.07.2009	Effectiveness of Telecom Services (Appendix-III)
4.	USQ No. 4254 dated 03.08.2009	National Spectrum Policy (Appendix-IV)
5.	USQ No. 5700 dated 07.09.2011	2G Spectrum Investigation (Appendix-V)
6.	USQ No. 3337 dated 14.12.2011	Telecom Finance Corporation (Appendix-VI)

7.	USQ No. 2396 dated 28.03.2012	National Broadband Plan  (Appendix-VII)
8.	SQ No. 288 dated 25.04.2012	Complaints Against Unsatisfactory Telecom Services  (Appendix-VIII)
9.	USQ No. 147 dated 08.08.2012	Location Based Service System  (Appendix-IX)
10.	USQ No. 1830 dated 22.08.2012	Allocation of Spectrum  (Appendix-X)
11.	USQ No. 1566 dated 06.03.2013	Complaints Against Telecom Operators  (Appendix-XI)
12.	USQ No. 3682 dated 20.03.2013	Location Based Services  (Appendix-XII)
13.	USQ No. 1609 dated 14.08.2013	Allotment of Spectrum  (Appendix-XIII)
14.	USQ No. 1093 dated 11.12.2013	Quarterly Performance Monitoring  (Appendix-XIV)
15.	USQ No. 2373 dated 05.02.2014	Hacking of BSNL Website  (Appendix-XV)
16.	USQ No. 4066 dated 19.02.2014	Adjusted Gross Revenue  (Appendix-XVI)

5. The Extracts from the Manual of Parliamentary Procedures in the Government of India, Ministry of Parliamentary Affairs laying guidelines on the definition of an Assurance, the time limit



for its fulfilment, dropping/deletion and extension, the procedure for fulfilment, etc., besides maintenance of Register of Assurances and periodical reviews to minimize delays in implementation of the Assurances are reproduced at Appendix-XVII.

6. During oral evidence, the Committee drew the attention of the representatives of the Ministry of Communications (Department of Telecommunications) to the long pendency of as many as 103 Assurances of the Ministry at the time of constitution of the Committee (2019-2020). The Committee asked the representatives of the Ministry to give an overview of the pending Assurances of the Ministry and also enquired about the internal mechanism and system of monitoring and reviewing the implementation of pending Assurances in the Ministry. The Secretary, Department of Telecommunications in his disposition before the Committee stated during evidence as under:-

*" Sir, there is such a mechanism in our Ministry and we activated it 6 to 8 months ago. We have a Committee under the Chairmanship of Additional Secretary which reviews all the Assurances of the Department i.e. as to whether an Implementation Report has gone or not, whether the proposal for timely extension has been sent or not. Our Deputy Director General (Coordination) regularly follows it up. Then I take a meeting with officers - senior officers meeting - in which the subject of pending Assurances is also flagged. It is our endeavour to give replies of the Assurances that have been completed by making proper Implementation Reports. As the online system has started, we see to it that the replies are given online. If an Assurance is pending, we try to find the reasons behind the pendency and we try to overcome them. Even then, I think there is a scope for improvement and we will do our best."*

7. The Committee then desired to know the frequency of the review meetings conducted by the Ministry. The Secretary, Department of Telecommunications responded as under:-

*" Sir, we have monthly meetings"*

#### **Observations/Recommendations**

**8. The Committee note that out of the sixteen pending Assurances taken up by them, the Assurances mentioned at Sl.Nos. 1 and 2 have been pending for more than**

thirteen years while the Assurance mentioned at SI.No. 3 is pending for more than eleven years. Likewise, two more Assurances mentioned at SI.Nos. 5 and 6 have been pending for more than nine years whereas the three Assurances mentioned at SI.Nos. 7, 8 and 10 could not be implemented despite a lapse of more than eight years. Further, the two Assurances mentioned at SI.Nos. 11 and 13 have been pending for more than seven years and the Assurance mentioned at SI.No. 15 for more than six years. These inordinate delays are despite the fact that the Ministry has put in place a mechanism for monitoring and reviewing implementation of its pending Assurances and it has been conducting monthly review meetings for the purpose as claimed by the Secretary, Department of Telecommunications during the evidence. The Committee are concerned to note the inordinate delays in fulfillment of Parliamentary Assurances by the Department of Telecommunications which indicates that the existing mechanism put in place by the Ministry is far from effective in monitoring and facilitating timely implementation of Assurances. Needless to mention, the utility and relevance of an Assurance are lost if there is inordinate delay in the implementation of the same. The Committee are of the view that the telecommunications sector has become the life line of our society and its importance has been experienced and proven in every sphere of life. The Department of Telecommunications, (DoT) being the nodal Department responsible for the growth of telecom sector in India, the Committee recommend that the existing mechanism in the Ministry be streamlined with more focused, pragmatic and innovative measures with a view to ensuring expeditious implementation of the pending Assurances. The Committee feel that time bound fulfilment of Assurances restores the people's faith in the governance. The Committee hope and trust that the Ministry will also adopt a positive and pro-active approach and scale up coordination with all concerned for speedy implementation of pending Assurances.

## **II. Review of the Pending Assurances pertaining to the Ministry of Communications (Department of Telecommunications).**

9. In the succeeding paragraphs, the Committee deal with some of the pending Assurances pertaining to the Ministry of Communications (Department of Telecommunications).

**A. Setting up of BTS in Border Areas**

10. In reply to USQ No. 2186 dated 14.03.2007 regarding 'Setting up of BTS in Border Areas' (Appendix-I), it was *inter-alia* stated that setting up of BTS within 10 kms of international border for provision of mobile service required specific permission from Department of Telecommunications (DoT). It was brought to the notice of DoT that some mobile service providers had set up their BTS within 10 kms of international border for provision of mobile service without specific permission. These cases were being examined as per the terms and conditions of the licence agreement that existed at the time of violation.

11. Apprising the Committee of the further developments in the implementation of the Assurance, the Department of Telecommunications in their Status Note furnished in January 2020 stated the following:-

*"Case related to violation of licence condition was considered by erstwhile Telecom Commission and the proposal of the Department to impose penalty of Rs 5 lakh/BTS was not agreed to. Telecom Commission has directed to work out internal norms for levying penalty for default on the licenced service providers keeping in view the following broad aspects :-*

- (i) Level of culpability*
- (ii) Revenue loss caused to the Government*
- (iii) Wrongful gain made by the service provider*
- (iv) The level of deterrence required*

*Based on the above directions of Telecom Commission, decision will be taken by the Department"*

12. During oral evidence, the Secretary, Department of Telecommunications submitted the following position with regard to the fulfilment of the Assurance:-

*"Sir, this Assurance is related to the Base Terminal Station (BTS) set up in border areas. This matter has gone before the Digital Communication Commission several times. In its last meeting it was decided that we will impose penalties on such 118 BTS which were set up in violation of rules. We are talking about the year 2007. We now have to decide on the basis of various factors such as level of culpability, revenue lost by the Government, whether there has been any wrongful gain or not, whether the requirement of deterrence has been fulfilled or not. I am told that out of these 118 BTS, about 30 to 35 BTS belong to Bharat Sanchar Nigam Limited (BSNL) only. Rest belong to other operators some of which have already been shut but still there would be some for live operators also. The Committee suggested that a penalty of ₹ 5 lakh per BTS would be imposed. It translated into not very high amounts. So, it is not a question of recovery of money but it is an Assurance before the Hon'ble Parliament. So, we are hopeful that we will be able to address this and come back to the Committee with the final report shortly."*

13. The Committee emphasized that the Assurance pertains to the year 2007 and more than twelve years have already passed without implementing it. Noticing that the Assurance is related to strategic border areas, the Committee stressed that border areas should be on top priority and such work should be done pro-actively in these areas. The Secretary, Department of Telecommunications replied as under:-

*"Sir, the policy changed in the year 2008. After that this problem did not come. This is about violations before 2008 but even then, as you are rightly saying, we will try our level best. I will also see it at my level so that it gets completed."*

14. Observing that the Assurance has been inordinately pending for more that twelve years, the Committee also pointed out the need for setting a deadline in the matter. The Secretary, Department of Telecommunications deposed before the Committee during evidence as under:-

*"Sir, the meeting of Digital Communication Commission will be held in February. We will discuss it in that. We have requested for extension of time till 04 June. But we will give its Implementation Report before that".*

15. When the Committee pointed out that even the Telephone Advisory Committee has not been formed, the Secretary, Department of Telecommunications stated during evidence as under:-

*"Sir, the old Telephone Advisory Committee (TAC) is working and it will work until a new Committee is formed. We have submitted the file for creation of new Committee. We will talk to the Hon'ble Minister and will get it done soon."*

#### **Observations/Recommendations**

16. **The Committee note that the Assurance given in reply to USQ No. 2186 dated 14.03.2007 regarding setting up of 'Base Terminal Stations (BTS) in Border Areas' basically relates to violation of license policy by some mobile service providers having base terminal stations close to the border areas. The Committee further note that the policy regarding setting up of BTS by mobile service providers in these areas has undergone a change since 2008 bringing about changes in the terms and conditions of the license agreement that existed at the time of violation. No concrete action has, however, been taken by the Department of Telecommunications (DoT) against the companies engaged in violation of license conditions prior to the year 2008. The Committee have been informed that the cases related to violation of licensed condition were considered by erstwhile Telecom Commission and it has directed to work out internal norms for levying penalty for default on the licensed service providers keeping in view the level of culpability, revenue loss caused to the Government, wrongful gain made by the service provider and the level of deterrence required. The Committee feel that the border areas are of strategic importance and DoT should have a proper system for ensuring/regulating telecom services in these areas. DoT needs to give top priority to the aforesaid cases involving the country's frontier areas. The Committee feel that it is high time the offenders are brought to book for violation of the license agreement as highlighted in the Assurance. The Committee, therefore, recommend that DoT should take appropriate decisions in the matter in terms of the directions of the erstwhile**

**Telecom Commission at the earliest and take suitable action against the guilty so as to implement the pending Assurance.**

**B. Grievances Redressal Mechanism by the Access Providers**

- (i) **USQ No. 4628 dated 09.05.2007 regarding 'Grievances Redressal Mechanism by the Access Providers' (Appendix-II);**
- (ii) **USQ No. 1090 dated 13.07.2009 regarding 'Effectiveness of Telecom Services' (Appendix-III);**
- (iii) **SQ No. 288 dated 25.04.2012 regarding 'Complaints against Unsatisfactory Telecom Services' (Appendix-VIII); and**
- (iv) **USQ No. 1566 dated 06.03.2013 regarding 'Complaints against Telecom Operators' (Appendix-XI)**

17. In reply to abovesaid Questions, it was *inter-alia* stated that the Telecom Regulatory Authority of India (TRAI) had submitted a consolidated revised proposal to the Department of Telecommunications in February, 2007 to consider various amendments in the TRAI Act, 1997. It was further stated that the proposal to amend TRAI Act had been received from TRAI seeking more powers including imposition of penalty on the Telecom Operators. The proposal was under consideration. It was also stated that after due examination of the proposal, the Government would place the draft bill before Parliament in due course of time.

18. In their Status Note furnished in January 2020, the Department of Telecommunications apprised the position regarding fulfillment of the Assurances as under:

*"The Telecom Regulatory Authority of India (TRAI) (Amendment) Bill, 2008 was introduced in Rajya Sabha on 15th December, 2008, and it was referred to the Parliamentary Standing Committee on Information Technology. The proposal did not find favour with the Committee. A proposal was prepared in September, 2011 for withdrawal of the Bill. However, Cabinet Secretariat advised to reword/rephrase the amendment proposal rather than to withdraw.*

*Meanwhile, a comprehensive proposal for amendment of various sections of TRAI Act was received from TRAI on 23rd July, 2012. Accordingly, draft Cabinet Note incorporating all amendments/proposals was circulated for inter-Ministerial consultation in May, 2013. In August 2014, it was decided with the approval of MOC & IT to go ahead with a comprehensive Communication Bill rather than TRAI amendment bill. However, the proposal for comprehensive communication bill was not materialized.*

*The proposal for amendment in various sections of the TRAI Act, 1997 was again re-initiated in 2016. After discussion with all stakeholders including TRAI and the Telecommunications Dispute Settlement and Appellate Tribunal (TDSAT), a proposal to amend the TRAI Act, inter-alia, also to include proposal on consumer protection and penalty provision was prepared. In June, 2018, in-principle approval of the Minister was obtained to move ahead with the proposal. Accordingly, the matter is under finalization in the Department."*

19. During oral evidence, the Secretary, Department of Telecommunications elaborated the position in this regard as under:

*" Sir these four Assurances are related to the amendment of TRAI Act. Its Bill was also introduced in Parliament. After that it went to the Standing Committee. The Committee did not accept the recommendations. But, the Bill has not been withdrawn yet. Then TRAI gave its new recommendations to us. After examination they were found to be lacking something. Now fresh recommendations have come to us and we are trying to get the approval of the Cabinet as soon as possible to introduce the Bill. As TRAI Amendment Act is a fairly extensive exercise, I will request that we should be given sufficient time because an Act cannot be amended again and again. We will take the Cabinet approval and then will bring the Bill in the Parliament. But, certainly, this will not happen in the coming budget Session. We will bring it in the next Session".*

20. The Committee, observing that the Ministry has requested for different times for implementation of the four similar Assurances, emphasized that these Assurances should have been clubbed together. To this, the Secretary, Telecommunications replied during evidence as under:

*"Sir, you are right. We can club these four Assurances. If the Secretariat agrees."*

21. Specifically pointing out that there should not have been a demand for extension for different times for similar Assurances by the Ministry, the Committee asked the representatives of the Ministry to be quite careful about it and desired to know the final date by which the Ministry proposes to bring the Bill in the Parliament. In reply, the Secretary, Department of Telecommunications submitted during evidence as under:

*"Sir, we need to have one more round of discussion with TRAI. What we will do is that as the time is running out in April for the first of these Assurances, in that, we will mention all these four Assurances. By that time we will have a fairly good idea as to how long is it taking. We will ask for the same time for extension."*

22. The Committee then asked the representatives of the Ministry to send a Part Implementation Report in the matter in April, 2020. The Secretary, Telecommunications submitted as under:

*"Sir, we will send an interim Report"*

### **Observations/Recommendations**

23. **The Committee note that there has been a rising trend in the number of complaints regarding unsatisfactory telecom services, especially in respect of the private mobile companies in the country. The telecom service/access providers have already set up a Consumer Grievances Redressal Mechanism at the call centre level and also an Appellate Authority within the company. However, incorporating amendments to the Telecom Regulatory Authority of India (TRAI) Act as was assured to the House in reply to the above Parliamentary Questions and which will be instrumental in resolving the problems still remains unfulfilled even after a lapse of 13 years. The Committee note with concern that though TRAI has been set up with a mandate to protect the**



interests of consumers and service providers alike, it has not been vested with requisite powers to enforce its regulations and directions relating to quality of services provided by telecom service providers. Considering the extent of prevailing telecommunication network coverage in the country, it is highly imperative that the grievances of the telecom services users are redressed expeditiously within a well structured framework. The Committee feel that in the interest of consumers and industry as a whole, the Department of Telecommunications (DoT) needs to act swiftly in the matter and bring in suitable amendments in the TRAI Act so as to empower TRAI to effectively regulate the telecom sector. The Committee, therefore, desire that the necessary amendments which will give additional power to TRAI in the area of redressing consumer grievances including imposition of penalty on the telecom service providers may be given a concrete shape without any further delay. The Committee also recommend that the Bill for amending the TRAI Act in this regard be introduced at the earliest in Parliament and the Assurances given on the floor of the House be implemented without any delay. The Committee further desire that the proposals submitted by TRAI should be considered in a positive and time bound manner and the Committee be apprised of the action taken in the matter in the form of a Part Implementation Report.

### III. Implementation Reports

24. As per the Statements of the Ministry of Parliamentary Affairs, Implementation Reports in respect of the Assurances given in reply to the following five USQs have since been laid on the Table of the House on the dates as mentioned against each:-

Sl.No	Sl.No. in the Table (Para No.4)	Question No. dated	Date of Implementation
(i)	Sl. No 04	USQ No. 4254 dated 03.08.2009 regarding 'National Spectrum Policy'	16.09.2020
(ii)	Sl.No.9	USQ No. 147 dated 08.08.2012 regarding 'Location Based Service System'	20.09.2020

(iii)	Sl. No 12	USQ No.3682 dated 20.03.2013 regarding 'Location Based Services'	20.09.2020
(iv)	Sl. No 14	USQ No.1093 dated 11.12.2013 regarding 'Quarterly Performance Monitoring'	16.09.2020
(v)	Sl. No 16	USQ No.4066 dated 19.02.2014 regarding 'Adjusted Gross Revenue'	16.09.2020

NEW DELHI;  
08 February, 2021  
 19 Magha, 1942 (Saka)

**RAJENDRA AGRAWAL,  
 CHAIRPERSON,  
 COMMITTEE ON GOVERNMENT ASSURANCES**

GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

LOK SABHA

UNSTARRED QUESTION NO: 2186

ANSWERED ON: 14.03.2007

SETTING UP OF BTS IN BORDER AREAS

BHUBNESHWAR PRASAD MEHTA

(a) whether some private mobile phone companies have set up Base Terminal Station (BTS) close to the border areas by violating the licence policy which is likely to cause security threat;

(b) if so, the details thereof;

(c) the total number of BTS set up by the various mobile phone companies at sensitive areas close to the border till date;

(d) the names and other details of those companies, who have set up BTS without taking prior permission; and

(e) the action taken by the Government against these companies?

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

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (e) [Setting up of BTS within 10 Kms of International Border for provision of mobile service required specific permission from Department of Telecommunications (DOT). It was brought to the notice of DOT that some mobile service providers have setup their BTS within 10 Kms of International Border for provision of mobile service without specific permission. These cases are being examined as per the terms and conditions of the licence agreement that existed at the time of violation. While the matter is being examined, the conditions relating to provision of mobile services in areas falling within 10 Kms of International Border has been relaxed as per details given below: ]

(i) There shall be a "No Service Zone" of 500 Meters width along the International border within Indian territory for wireless/mobile service, where the Licensee(s) are not permitted to provide wireless/mobile service. The Licensee shall use requisite technology to ensure that the signals become unusable within 500 Meters of International boundaries and there shall be no wireless/mobile service in the "No Service Zone".

(ii) The Licensee shall create a "Buffer Zone" of 10 Kms width along the Line of Control (LOC), Line of Actual Control (LAC), Akhnoor and Pathankot areas in Jammu and Kashmir, as applicable, wherein they shall not deploy their Cell site(s)/BTS(s)/Radio Transmitter(s).

MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

LOK SABHA

UNSTARRED QUESTION NO: 4628

ANSWERED ON: 09.05.2007

GRIEVANCES REDRESSAL MECHANISM BY THE ACCESS PROVIDERS

ASADUDDIN QWAI SI

(a) whether as per the Government's directives all Access Providers have to set up a Consumer Grievances Redressal Mechanism at the call centre level and also an Appellate Authority within the company;

(b) if so, whether the said condition has been complied to by all the Access Providers;

(c) if so, the details thereof and if not, the reasons therefor;

(d) whether with the growing complaints of telecom services and absence of direct complaint and redressal mechanism for consumers, TRAI proposes to review the TRAI Act and sent a proposal to the Government in this regard; and

(e) if so, the response of the Government thereto and the steps taken or proposed to be taken by the Government to ensure that grievances of the consumers are adhered to promptly?

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

ANSWER

MINISTER OF THE STATE IN THE MINISTRY OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) & (c) Yes, Sir. The Access Providers have already set up a Consumer Grievance Redressal Mechanism at the Call Centre Level and an Appellate Authority within the company.

(d) & (e) Telecom Regulatory Authority of India has submitted a consolidated revised proposal to Department of Telecommunications in February, 2007, to consider various amendments in the TRAI Act, 1997.

GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

LOK SABHA

UNSTARRED QUESTION NO: 1090

ANSWERED ON: 13.07.2009.

EFFECTIVENESS OF TELECOM SERVICES

PRALHAD VENKATESH JOSHI

(a) whether the Government has received complaints regarding unsatisfactory telecom services especially from the private mobile companies in the country;

(b) if so, the details thereof;

(c) whether the Government proposes to give more powers to the Telecom Regulatory Authority of India (TRAI) to ensure that better mobile services are provided to the subscribers; and

(d) if so, the details thereof?

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

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) Yes, Sir.

(b) The broad categories of complaints received are regarding Quality of Service (QoS), Billing and metering, Refund of security deposit, Tariff, Unsolicited commercial calls, etc. The individual complaints received in Telecom Regulatory Authority of India (TRAI)/Department of Telecom (DOT) are forwarded to respective service provider for appropriate action.

(c) & (d) Proposal to amend TRAI Act has been received from TRAI seeking more powers including imposition of penalty on the telecom operators. The proposal is under consideration.

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

LOK SABHA  
 UNSTARRED QUESTION NO. 4254  
 TO BE ANSWERED ON 3<sup>RD</sup> AUGUST, 2009

NATIONAL SPECTRUM POLICY

4254. SHRI RUDRA MADHAB RAY:

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

- (a) whether the Government has worked out a National Spectrum Policy to maximise net benefits;
- (b) if so, the details thereof;
- (c) whether Department of Telecom (DoT) has also sought funds for optic fibre communication network for the forces in lieu of spectrum vacation by them;
- (d) if so, the details and the present status thereof alongwith the benefits likely to accrue therefrom; and
- (e) the total revenue likely to be generated?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) No, Sir. However, Government has recently released National Frequency Allocation Plan-2008 a policy document which provides information / guidelines to wireless users, manufacturers and developers relating to utilization of spectrum for variety of Radiocommunication services. The National Frequency Allocation Plan is reviewed periodically in line with Radio Regulations of International Telecommunications Union (ITU).

(c) Yes, Sir.

(d) & (e) A Memorandum of Understanding (MOU) has been signed between Department of Telecommunications (DOT) and Ministry of Defence. As per this MoU, DOT shall provide an alternate optical communication network for forces at cost of Rs. 9970 crores approximately in lieu of spectrum vacation for 2G and 3G services. The Government is considering various aspects relating to auction of 3G spectrum. Since auction is yet to commence, the total revenue to be generated can not be estimated.

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

LOK SABHA  
 UNSTARRED QUESTION NO. 5700  
 TO BE ANSWERED ON 7<sup>TH</sup> SEPTEMBER, 2011

2G SPECTRUM INVESTIGATION

5700, SHRIMATI RAMA DEVI;  
 SHRI MANSUKH BHAI D. VASAVA;  
 SHRI YOGI ADITYA NATH;  
 SHRI PONNAM PRABHAKAR;  
 DR. BALIRAM;

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

- (a) the progress made in 2G spectrum investigation and the persons arrested in this connection so far;
- (b) the names of the companies which were favoured in 2G spectrum to enable them to make huge profit;
- (c) whether the Central Vigilance Commission has blamed the officials of his Ministry for non-cooperation in the investigation;
- (d) if so, the details thereof and the action taken by the Government in this regard;
- (e) whether any scam has been reported in the 2G mobile services of Bharat Sanchar Nigam Limited;
- (f) if so, the details thereof; and
- (g) the steps taken by the Government to check irregularities in allocation of spectrum in future?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
 INFORMATION TECHNOLOGY ( SHRI MILIND DEORA)

- (a) As per the information furnished by the Central Bureau of Investigations (CBI), chargesheet in the main offence has been filed in the court of Special Judge, Patiala House Court, New Delhi on 2<sup>nd</sup> April, 2011. Supplementary chargesheet has also been filed in the same court on 25<sup>th</sup> April, 2011. Investigation on the remaining issues is still continuing. Six accused persons were arrested by CBI namely; (1) Shri A. Raja, the then Minister of Communications and Information Technology, (2) Shri Siddhartha Behura, the then Secretary(Telecom), Department of Telecom (Ministry of Communications and Information Technology), (3) Shri R.K. Chandolia, the then Personal Secretary(PS) to the Minister of Communications and Information Technology, (4) Shri Shahid Usman Balwa, the then Director of M/s. Swan Telecom Private Limited, (5) Shri Asif Balwa and (6) Rajiv B. Agarwal, both from M/s Kusegaon Fruits and Vegetables Private Limited. The remaining accused persons were sent to the Judicial Custody by the Sepcial Judge after filing chargesheets.

Contd...2/-

(b) The names of the Companies which were allegedly favoured in allocation of 2G spectrum are (1) M/s Swan Telecom Private Limited, (2) M/s Unitech Wireless (Tamil Nadu Private Limited).

(c) No Madam, the Central Vigilance Commission has not blamed the officials of the Ministry for non-cooperation in the investigation.

(d) Does not arise in view of (c) above.

(e) & (f) No Madam, no scam has been reported in the 2G mobile services of Bharat Sanchar Nigam Limited (BSNL). However, during the investigation of 2G spectrum case by CBI, it has been revealed that BSNL had entered into a Memorandum of Understanding in 2008 with M/s. Swan Telecom Private Limited for Intra Circle Roaming Service and sharing of BSNL infrastructure with M/s Swan Telecom Private Limited.

(g) Due process is underway to delink spectrum from 2G licenses.

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

LOK SABHA  
UNSTARRED QUESTION NO. 3337  
TO BE ANSWERED ON 14<sup>TH</sup> DECEMBER, 2011

TELECOM FINANCE CORPORATION

3337. SHRI L. RAJAGOPAL:

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

- (a) whether the Government proposes to set up Telecom Finance Corporation to meet the financial requirements of telecom sector;
- (b) if so, the details thereof;
- (c) the action taken in this regard so far; and
- (d) the steps taken/proposed to be taken by the Government to give infrastructure status to telecom sector?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a) Yes, Madam.
- (b) The Working Group on the Telecom Sector for the 12<sup>th</sup> Five Year Plan (2012-2017) has recommended that Telecom Finance Corporation may be created as a vehicle to access funds at competitive rates to facilitate the funding needs of the Telecom Sector, in case of a requirement. Also, Draft New Telecom Policy-2011 has envisaged creation of a Telecom Finance Corporation as a vehicle to mobilize and channelize financing for telecom projects
- (c) The above recommendation, of the Working Group on the Telecom Sector for the 12<sup>th</sup> Five Year Plan, is under consideration of the government.
- (d) The Working Group on the Telecom Sector for the 12<sup>th</sup> Year Plan as well as Draft New New Telecom Policy (NTP)-2011 have recommended to declare Telecom Sector is Infrastructure Sector (both wireless and wireline). It has also been proposed to provide all the benefits available to infrastructure sectors to telecom sector also, in order to realize the true potential of Information and Communication Technology (ICT) for development.

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

LOK SABHA  
UNSTARRED QUESTION NO. 2396  
TO BE ANSWERED ON 28<sup>TH</sup> MARCH, 2012  
NATIONAL BROADBAND PLAN

†2396. SHRI RAO SAHEB DANVE PATIL:  
SHRI M.K. RAGHAVAN;  
SHRI HANSRAJ G. AHIR;  
SHRI RADHE MOHAN SINGH;  
SHRI VARUN GANDHI;  
SHRI HARISHCHANDRA CHAVAN;  
SHRI RAM SINGH KASWAN;  
SHRI R. THAMARAISELVAN;  
SHRI SURESH KUMAR SHETKAR;  
DR. KIRIT PREMJBHAI SOLANKI:

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

- (a) whether the Government has prepared and finalized the National Broadband Plan;
- (b) if so, the details and the salient features thereof alongwith the action taken by the Government in this regard so far;
- (c) whether the Government has provided/proposes to provide high speed broadband facilities in rural areas;
- (d) if so, the details thereof and the number of villages/panchayats covered under the scheme so far, State-wise;
- (e) whether the slow pace of internet broadband coverage has adversely affected the economic and social development and thereby Gross Domestic Production (GDP) of the country; and
- (f) if so, the details thereof and the action taken by the Government to increase broadband penetration in the country?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) to (d) Department of Telecommunication had received the recommendation made by Telecom Regulatory Authority of India (TRAI) dated 8<sup>th</sup> December 2010 on 'National Broadband Plan'. The Government has already approved the scheme for creation of National Optical Fibre Network (NOFN) on 25<sup>th</sup> October 2011, for providing Broadband connectivity to 2.5 lakh village Panchayats. The objective of this scheme is to extend the existing optical fibre network to Panchayats by utilizing the Universal Services Obligation Fund (USOF). The project is proposed to be completed in 2 years.

Contd., 2/-

In addition, USOF has launched a Rural Wireline Broadband Scheme to increase broadband penetration in rural and remote areas. Under this scheme BSNL will provide 8,88,832 wire-line Broadband connections to individual users and Government Institutions over a period of 5-years in this scheme. As on February 2012, a total of 3, 54,595 broadband connections have been provided. The telecom circle wise detail is given in Annexure I

Further, Govt. under Bharat Nirman-II has a target of covering 2.5 lakh Gram Panchayat in 2012. State wise broadband coverage of village Panchayats is given in Annexure-II

The Govt. in draft revised National Telecom Policy 2011, has inter-alia proposed to revise the existing Broadband download speed of 256 Kbps to 512 Kbps and subsequently to 2. Mbps by 2015 and higher speeds of at least 100 Mbps thereafter. However, no final decision has been taken in the matter so far.

(e) & (f) Studies have shown that increase in the penetration of Internet / Broadband has a positive impact on the growth of Gross Domestic Product.

In addition to this following initiatives have been taken by the Government to increase the broadband penetration:

- i) Allotment of Spectrum for 3G and BWA services will facilitate proliferation of broadband through mobile handsets and wireless technologies.
- ii) Permitting Sharing of infrastructure amongst the Service providers.
- iii) The Indian Telegraph Rules have been amended, and stream IV has been added under the title "Provision of broadband connectivity to villages in a phased manner" to bring provisioning of broadband connectivity to the rural areas under the purview of the USOF.
- iv) USOF schemes for supporting shared infrastructure for mobile services in rural and remote areas are under implementation. These towers will also be used to provide Broadband connectivity in the newly covered Block/Taluka headquarters.
- v) A Rural Wire-line Broadband Scheme has been launched, under USOF to increase broadband penetration in rural and remote areas. Under this scheme BSNL will provide 8, 88,832 wire-line Broadband connections to individual users and Government Institutions over a period of 5-years in this scheme.

Contd...3/-

Broadband connections provided by BSNL under USOF plans up to February' 2012.

Telecom Circle	Total USOF Connections
Andaman and Nicobar	325
Andhra Pradesh	48,707
ASSAM	1,750
Bihar	3,024
Chhattisgarh	1,669
Chennai Telecom Dist	5,418
Gujarat	21,480
Haryana	11,395
Himachal Pradesh	7,379
Jammu and Kashmir	1,291
Jharkhand	1,647
Karnataka	23,377
Kerala	78,532
Madhya Pradesh	4,231
Maharashtra	28,387
NORTH EAST-I	835
NORTH EAST-II	365
Orissa	6,165
Punjab	40,098
Rajasthan	16,410
Tamilnadu	25,602
Uttar Pradesh (East)	7,730
Uttar Pradesh (West)	4,135
Uttaranchal	1,707
WB	12,936
<b>TOTAL</b>	<b>3,54,595</b>

Contd...4/-

## Annexure-II

state of Broadband Coverage of Village Panchayats under Bharat Nirman-II Upto 31-12-2012			
Sl.No	State /UTs	Total number of VPs	Cumulative Achievement
1	Andaman & Nicobar	67	56
2	Andhra Pradesh	21862	14034
3	Assam	3943	2062
4	Bihar	8460	7788
5	Chhattisgarh	9837	2150
6	Gujarat (including Dadra Nagar Haveli & Daman Diu)	14439	7599
7	Haryana	6234	5651
8	Himachal Pradesh	3241	1862
9	Jammu & Kashmir	4146	1308
10	Jharkhand	4559	4460
11	Karnataka	5657	3779
12	Kerala	999	997
13	Lakshadweep	10	5
14	Madhya Pradesh	23022	4171
15	Maharashtra (including Goa)	28078	10294
16	Tripura	1040	1190
17	Mizoram**	768	
18	Meghalaya**	1463	
19	Arunachal Pradesh	1756	1410
20	Manipur	3011	
21	Nagaland**	1110	
22	Orissa	6233	2372
23	Punjab	12809	11100
24	Chandigarh	17	16
25	Rajasthan	9200	2946
26	Tamil Nadu	12617	9308
27	Pondicherry	98	98
28	Uttar Pradesh	52125	43003
29	Uttarakhand	7546	2474
30	West Bengal	3354	2475
31	Sikkim	163	66
	<b>Total</b>	<b>247864</b>	<b>142674</b>

\*\* Equivalent Rural Local Bodies

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

LOK SABHA  
STARRED QUESTION NO. 288  
TO BE ANSWERED ON 25<sup>TH</sup> APRIL, 2012

COMPLAINTS AGAINST UNSATISFACTORY TELECOM SERVICES

\*288. SHRI S. ALAGIRI:  
SHRI MODUGULA VENUGOPALA REDDY:

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

(a) whether the Telecom Regulatory Authority of India (TRAI) has taken cognizance of the rise in complaints and other grievances of consumers against telecom operators for the deficient and unsatisfactory services;

(b) if so, the details thereof alongwith the remedial measures taken by the telecom operators on the directions of the TRAI to improve customers' satisfaction;

(c) whether suggestions have been received from various quarters to arm TRAI with powers including imposition of penalty on telecom operators for unsatisfactory services to the subscribers;

(d) if so, the details thereof;

(e) whether the Government proposes to amend the TRAI Act so as to improve customers' satisfaction; and

(f) if so, the details thereof and the action taken/being taken by the Government in this regard?

ANSWER

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
(SHRI KAPIL SIBAL)

(a) to (f) A Statement is laid on the Table of the House.

Contd.... 2/-

**STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF LOK SABHA STARRED QUESTION NO. 288 FOR 25<sup>TH</sup> APRIL, 2012 REGARDING "COMPLAINTS AGAINST UNSATISFACTORY TELECOM SERVICES"**

(a) & (b) Yes, Madam, TRAI has taken cognizance of the rise in complaints and other Grievances of consumers against telecom operators. In order to make the Grievance Redressal Mechanism more effective and for addressing concerns of consumers, the earlier Regulation of TRAI of 2007 (namely "Telecom Consumers Protection and Redressal of Grievances Regulations 2007") was reviewed and following two new regulations have been issued by TRAI :

i) "Telecom Consumer Complaint Redressal Regulations , 2012 (1 of 2012)" on 05/01/2012 replacing the earlier Regulations in the subject matter and

ii) "Telecom Consumers Protection Regulations, 2012 (2 of 2012)" on 06/01/2012.

These Regulations have been implemented by the Telecom Service Providers.

(c) & (d) Representations were received from various Consumer Advocacy Groups raising various telecom consumer issues including that of empowerment of TRAI. It was suggested that TRAI should be given powers to impose penalty for violation of its regulations, orders and directions.

(e) & (f) A proposal for amendment of TRAI Act, 1997 is under consideration. Broadly it consists of amendments required for effective discharge of current functions of TRAI under the existing Act and those where TRAI has proposed further devolution of additional Regulatory functions.

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

LOK SABHA  
UNSTARRED QUESTION NO. 147  
TO BE ANSWERED ON 8<sup>TH</sup> AUGUST, 2012

LOCATION BASED SERVICE SYSTEM

147. SHRI ADHALRAO PATIL SHIVAJI:  
SHRI KODIKKUNNIL SURESH:  
SHRI D.B. CHANDRE GOWDA:  
SHRI ANANDRAO ADSUL:  
SHRI GAJANAN D. BABAR:  
SHRI DHARMENDRA YADAV:

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

- (a) whether in the aftermath of Mumbai terror attack, the licence agreements of telecom operators has been amended and all mobile service providers urged to put in place a system for location based service;
- (b) if so, the details thereof along with the service providers who have implemented the system and these still to follow the new system;
- (c) whether mobile phone service providers have expressed their reservations/objections and sought the active role of TRAI to resolve the issue;
- (d) if so, the details of objections raised and difficulties experienced by them in implementation of this system; and
- (e) the reaction of the Government in this regard?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Yes Madam. Mobile Telecom Service Providers have been asked through license amendment dated 31.05.2011 to provide location accuracies as per the following stipulations :

Location Details :

- (i) The Licensee shall provide location details of mobile customers in the License service area as per below mentioned time frame from the date of issue of this amendment and accuracy. It should be a part of CDR in the form of longitude and latitude, besides the co-ordinate of the cell sites, which is already one of the mandated fields of CDR.

Contd...2/-



Accuracy in Percentage							
Distance in Meters	Urban (More than 1 million mobiles in a municipal limit)		Sub -- Urban & Rural			Remote	
	1 year	2 years	1 year <sup>#</sup>	2 years	3 years	2 years	3 years
50	30	50					
100	60	75		50	60		
300	80	95 <sup>1</sup>	50	60	70	50	60
500			60	70	80	60	70

\* Applicable for the state of J&K, Assam and NE region.

(ii) To start with these details will be provided for specified mobile numbers. However, within a period of 3 years location details shall be part of CDR for all mobile calls.

Note1: Depending upon the technological development the limits of accuracy could be modified any time in future.

(b) The service providers are at various stages of implementing the mandated accuracies. However, no service provider has been able to complete the work and send the final compliance.

(c) & (d) Mobile Service Providers had asked for certain clarifications, which have been provided to them. Telecom service providers have been raising the issue of financing the implementation of these services. However, it has been indicated that the system has to be implemented by TSPs at their cost. They have also raised the question of implementability of the stipulated accuracy levels. Information regarding whether they have raised any issues with TRAI is being collected.

(e) The issue is being examined by TEC, the technical arm of the department. Suitable decision will be taken after the receipt of the report from TEC.

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

LOK SABHA  
UNSTARRED QUESTION NO. 1830  
TO BE ANSWERED ON 22<sup>ND</sup> AUGUST, 2012

ALLOCATION OF SPECTRUM

1830. SHRI SANJAY DINA PATIL:  
SHRI GURUDAS DASGUPTA:  
SHRI ARJUN MEGHWAL:  
SHRI P. LINGAM:  
DR. SANJEEV GANESH NAIK:

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

- (a) whether the Government had accepted the Supreme Court's judgement to cancel 122 2G Spectrum licences and to allocate the Spectrum by auction before August 31 this year;
- (b) if so, the details thereof and the action being taken to complete the auction process before deadline along with the measures taken to safeguard the interest of telecom operators and the consumers;
- (c) whether the Government proposes to revise the time line for auctioning the spectrum;
- (d) if so, the details thereof and the reasons therefor;
- (e) whether as per the direction of the Supreme Court, the Government has to adopt the auction procedure for allotting spectrum to Government agencies; and
- (f) If so, the details thereof and the procedure for allotment of spectrum likely to be adopted in such cases?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a) & (b) The process and planning of the auction is complex and time consuming. However, Government has announced Guidelines for Auction and Allotment of Spectrum in 1800 MHz and 800 MHz bands on 3<sup>rd</sup> July 2012 in respect of certain issues, which include, among other, objective of auction, eligibility criteria, amount of spectrum, number of blocks and size of the blocks and validity period of auctioned spectrum.
- (c) & (d) An Interlocutory Application (I.A) has been filed in Supreme Court on behalf Government seeking extension of time to facilitate the commencement of auction of spectrum on or before 12.11.2012.
- (e) & (f): Matter is under examination.

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

Appendix - XI

LOK SABHA  
UNSTARRED QUESTION NO. 1566  
TO BE ANSWERED ON 6<sup>TH</sup> MARCH, 2013

COMPLAINTS AGAINST TELECOM OPERATORS

1566. SHRI RAMESH VISWANATH KATTI;  
SHRI NISHIKANT DUBEY;  
SHRI ABDUL RAHMAN;

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

- (a) the number of complaints and other grievances of consumers received against telecom operators for the deficient and unsatisfactory services during the last three years and the current year, year-wise and operator-wise;
- (b) the action taken by the Telecom Regulatory Authority of India (TRAI) thereon, operator-wise;
- (c) whether the TRAI Act needs amendment and more powers should be given to TRAI for better customer service and satisfaction;
- (d) if so, the details thereof and the reaction of the Government thereto;
- (e) whether inadequate mobile towers and poor signal capacity are the main reasons for unsatisfactory telecom services; and
- (f) if so, the measures taken by the Government to increase installation of mobile towers and augment signal capacity, State-wise?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) The details of complaints received during last three years and the current year by Telecom Regulatory Authority of India (TRAI) against service providers are as below:

Sl. No	Year	Service Provider								Total
		BSNL	MTNL	Bharti	Tata	Reliance	Vodafone	Idea	Others	
1	2009-10	859	309	1736	678	1000	881	425	370	6258
2	2010-11	680	181	1305	404	821	680	453	405	4929
3	2011-12	994	309	3969	955	2037	2471	1095	1076	12926
4	2012-13 (upto 31 Jan 2013)	946	290	4402	2129	2261	2681	1307	1539	15555

Contd...2/-

(b) The individual consumer complaints received in TRAI are forwarded to the concerned service provider for redressal.

(c) & (d) TRAI has submitted a proposal for amendment in TRAI Act, 1997 primarily concerning with grant of powers to lay down the framework for consumer grievance redressal mechanism by the service providers, power to impose penalty on the service providers for contravention of TRAI's Regulations, etc. After due examination of the proposal, the Govt. will place the draft bill before Parliament in due course of time.

(e) & (f) As per the performance monitoring report for the quarter ending 31<sup>st</sup> Dec 2012, the cellular mobile telephone service providers are generally complying with the Quality of service (QoS) benchmarks for the network related parameters.

TRAI monitors the performance of Service Providers against the benchmarks for the various QoS parameters laid down by TRAI, through quarterly performance monitoring reports, audit and assessment of quality of service through independent agencies and assessment of customer perception of service through surveys.

The follow-up action including installation of additional mobile towers (if any) is taken up by the concerned service providers based on techno commercial considerations.

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

LOK SABHA  
UNSTARRED QUESTION NO. 3682  
TO BE ANSWERED ON 20<sup>TH</sup> MARCH, 2013

LOCATION BASED SERVICES

3682. SHRI KULDEEP BISHNOI:

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

- (a) whether in view of the security concerns, the Department of Telecommunications has directed the mobile service providers, functioning in the country, to set up the location based service (LBS) system;
- (b) if so, the details thereof and the benefits likely to accrue as a result thereof;
- (c) whether all the service providers have set up the said system;
- (d) if so, the details thereof and if not, the reasons therefor, company-wise; and
- (e) the action taken by the Government to ensure that the system is put in place by each company at the earliest?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

- (a) Yes Madam, in view of the security concerns, the Department of Telecommunications has directed the mobile service providers, functioning in the country, to set up the location based service (LBS) system
- (b) to (e) Information is being collected and will be laid on the Table of the House.

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

LOK SABHA  
UNSTARRED QUESTION NO. 1609  
TO BE ANSWERED ON 14<sup>TH</sup> AUGUST, 2013

ALLOTMENT OF SPECTRUM

1609. SHRI PONNAM PRABHAKAR:

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

- (a) whether the Government is considering allocation of some of the spectrum through allotment route instead of auction;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the present status of the proposal?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) Yes, Madam.

(b) & (c) A Committee has been constituted in Department of Telecom to examine various issues related to allotment and pricing of spectrum, including conditions which need to be satisfied in order to adopt auction as the preferred/sole mode of allotment of spectrum, conditions and types of spectrum for which administrative allotment of spectrum should be adopted as the norm, etc. Report of the Committee is awaited.

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Appendix - XIV

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

LOK SABHA  
UNSTARRED QUESTION NO. 1093  
TO BE ANSWERED ON 11<sup>TH</sup> DECEMBER, 2013

QUARTERLY PERFORMANCE MONITORING

1093. SHRI PRATAPRAO GANPATRAO JADHAO;  
SHRI RATAN SINGH;  
SHRI YASHBANT N.S. LAGURI:

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

- (a) whether the Government reviews the quarterly performance monitoring done by the Telecom Regulatory Authority of India (TRAI);
- (b) if so, the details thereof;
- (c) the details of the number of cases of violation of the provisions of the licence agreement and TRAI regulations committed by telecom companies reported in the above said quarterly performance monitoring carried out by TRAI, company-wise;
- (d) the details of penalty levied against such companies during the last three years and the current year, company-wise; and
- (e) the details of action taken against the erring companies during the said period?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND  
INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) & (b) In terms of Rule 3 of the Telecom Regulatory Authority of India (Annual Report and Returns) Rules 1999, TRAI furnishes quarterly returns to the Department of Telecommunications in respect of the following:

- (i) Statement on the periodical survey conducted by the Authority to monitor the Quality of Service provided by Service providers,
- (ii) Statement on the steps taken to achieve Universal Service Obligation,
- (iii) Returns on research and studies conducted including those conducted outside India,
- (iv) Statement on penalties imposed by the Authority for contravention of the directions of the Authority.

Contd.....2/-

The details of number of cases of violations of licence agreement / regulations by the Service Providers are not reported in the said Quarterly Return sent to Department of Telecommunications.

(c) & (d) The Telecom Regulatory Authority of India Act, 1997 does not provide for imposing penalty against the service providers directly by TRAI. As intimated by TRAI, the details of violations of terms & conditions of licence noticed by the TRAI during the last three years and the current year are given at Annexure - I. The details of the violations of TRAI's regulations and the financial disincentives levied for non-compliance of the provisions of TRAI regulations are given at Annexure - II.

(e) The details of action taken by Department on the cases of violations of license agreement reported by TRAI (Annexure-I) are given at Annexure-III.



Details of violations of terms & conditions of licence noticed during the last three years and the current year.

- (i) **Rollout Obligations - Violations of license terms and conditions:** As per the Unified Access Service (UAS) License, the licensees are required to comply with the rollout obligations. TRAI analysed the status of compliance of Rollout Obligation of the licensees, who were issued licenses from Dec.2006 onwards and found that some of the licensees are not in compliance of rollout obligations. Accordingly, TRAI has recommended for imposition of Liquidated Damages/Cancellation of Licences of such licensees.
- (ii) **3G Intra Circle Roaming:** A case of some of the private mobile operators who are providing 3G services in those service areas where they have not been allocated the 3G spectrum using intra circle roaming arrangements was brought to the notice of Authority. On examination, the Authority had observed that such an arrangement is prima facie violation of license terms and conditions.
- (iii) **Etisalat & S Tel:** The Hon'ble Supreme Court in its judgment dated 2<sup>nd</sup> Feb, 2012 in Writ Petition (Civil) No. 423 of 2010 and No.10 of 2011 had directed that -
- a. *"The licences granted to the private respondents on or after 10.1.2008 pursuant to two press releases issued on 10.1.2008 and subsequent allocation of spectrum to the licensees are declared illegal and are quashed.*
- b. *The above direction shall become operative after four months."*

In view of the fact that Hon'ble Supreme Court had given a prospective date of effect to its order of quashing of the licenses which in clear terms imply that for all intents and purpose, such licenses had to operate till a certain sunset date and hence they have to comply with the license terms and conditions till that date. It had come to the notice of the Authority that M/s Etisalat & M/s S Tel had violated the terms and conditions of License Agreement by discontinuing their services before the sunset date.

Annexure - II

Details of violations of TRAI's regulation and financial disincentives levied for non-compliance of the provisions of TRAI regulations.

- (i) **Mobile Number Portability:** After implementation of the MNP Regulations, the Authority had received a number of complaints wherein the subscribers had reported that their porting requests were rejected by the donor operators on various grounds. On examination, it was noted that in many cases rejection of porting requests of the subscribers done by the service providers was not in accordance with the provisions of the regulations. Accordingly, directions were issued to concerned service providers to ensure compliance of MNP regulations. In addition, show cause notices were also issued against those service providers who had contravened the MNP regulations. Further, TRAI has also issued Telecommunications Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19<sup>th</sup> September, 2012 providing financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations. These regulations came into force, sixty days from the date of publication in the official Gazette. As per provisions of these regulations, Financial Disincentives have been levied on three telecom service providers and the list is given below:

Sl. No.	Name of Operator	Amount (Rs.)
1	M/s Vodafone Ltd.	15,000
2	M/s IDEA Cellular Ltd.	266,000
3	M/s Aircel Ltd.	114,000
	Total	395,000

- (ii) **Violations of Reporting System on Accounting Separation Regulations 2012:** During the current year, cases of violation of the provisions of the Telecom Regulatory Authority of India's Accounting Separation Regulations by the following three telecom companies were noticed and these companies have been issued Show Cause notices:
- M/s Tulip Telecom Ltd.
  - M/s Bharat Sanchar Nigam Ltd.
  - M/s Sify Technologies Ltd.

Violations of provisions of Quality of Service regulations and levy of financial disincentives on service providers in respect of different telecom services:

(Amount in Rs.)

CELLULAR MOBILE SERVICES

a) Non compliance of Benchmarks

S. No.	Name of the Service Provider	Quarter ending March 2013		Quarter ending June 2013	
		No. of Parameters not met	Amount of financial disincentive imposed	No. of Parameters not met	Amount of financial disincentives imposed
1	M/s Aircel Ltd.	8	1200000	9	1250000
2	M/s Bharti Airtel Ltd.	2	150000	2	200000
3	M/s Bharat Sanchar Nigam Ltd.	11	1100000	13	1450000
4	M/s IDEA Cellular Ltd.	10	400000	5	300000
5	M/s Reliance Communications Ltd. (CDMA/GSM)	1	750000	1	1100000
6	M/s Reliance Telecom Ltd	1	150000	1	150000
7	M/s Tata Teleservices Ltd. (CDMA/GSM)	3	400000	1	200000
8	M/s Unitech Wireless (Tamil Nadu) Pvt. Ltd.	1	200000	2	150000
9	M/s Vodafone India Ltd	3	400000	4	150000
10	M/s MTS (Sistema Shyam Teleservices			2	50000

No.	Name of the Service Provider	Quarter ending March 2013		Quarter ending June 2013	
		No. of Parameters not met	Amount of financial disincentive imposed	No. of Parameters not met	Amount of financial disincentives imposed
	Ltd.)				

b) Delay in submitting report

S. No.	Name of the Service Provider	Financial disincentive imposed Quarter ending March 2013	Financial disincentive imposed Quarter ending June 2013
1	M/s Bharat Sanchar Nigam Ltd.	5355000	3255000
2	M/s IDEA Cellular Ltd.	440000	
3	M/s Quadrant Televentures Ltd.		60000

BASIC SERVICES: WIRELINE

a) Non compliance of Benchmarks

S. No.	Name of the Service Provider	Quarter Ending March 2013		Quarter ending June 2013	
		No of Parameters Not Met	Amount of financial disincentive imposed	No of Parameters Not Met	Amount of financial disincentive imposed
1	M/s Bharat Sanchar Nigam Ltd	12	1700000	13	2900000

	M/s Vodafone India Ltd.			1	50000
3	M/s Mahanagar Telephone Nigam Ltd	6	300000	5	200000
4	M/s HFCL (M/s Quadrant Televentures Ltd.)			3	150000

b) Delay in submitting report

S. No.	Name of the Service Provider	financial disincentive imposed Quarter Ending March 2013	financial disincentive imposed Quarter ending June 2013
1	M/s HFCL (M/s Quadrant Televentures Ltd.)	20000	20000

*M*

## BROADBAND SERVICES

### a) Non compliance of Benchmarks

S. No.	Name of the Service Provider	Quarter ending March 2013		Quarter ending June 2013	
		No of Parameters Not Met	Amount of financial disincentive imposed	No of Parameters Not Met	Amount of financial disincentive imposed
1	M/s Bharat Sanchar Nigam Ltd.	6	2100000	9	400000
2	M/s Mahanagar Telephone Nigam Ltd	6	200000	5	200000
3	M/s Sify Ltd.	4	150000	3	300000
4	M/s Tikona Digital Networks Pvt. Ltd.	1	50000	1	100000
5	M/s Syscon Infoway Pvt. Ltd.			2	150000
6	M/s Five Networks Solutions (India) Ltd.	2	100000		
7	M/s Atria Convergence Technologies Pvt. Ltd.	1	150000	4	200000
8	M/s Beam Telecom Pvt. Ltd.			2	100000
9	M/s Tata Communications			3	250000
10	M/s You Broadband India Pvt. Ltd.			5	600000

	M/s Southern Online Bio Technologies Ltd			1	50000
12	M/s IndusInd Media & Communications Ltd.			1	100000

b) Delay in submitting report

S. No.	Name of the Service Provider	financial disincentive imposed Quarter Ending March 2013	Financial disincentive imposed Quarter ending June 2013
1	M/s Hathway Cable & Datacom Ltd.	10000	
2	M/s Tata Communications Ltd.	15000	
3	M/s Digital Network Associates Pvt. Ltd.	60000	
4	M/s Ortel Communications Ltd.	125000	
5	M/s Broadband Pacenet (India) Pvt. Ltd.	155000	
6	M/s Alliance Broadband Services Pvt. Ltd.	75000	
7	M/s Sify Ltd.		40000
8	M/s You Broadband India Pvt. Ltd.		30000
9	M/s Vasai Cable Pvt. Ltd.		125000

(iv) Violations of provisions of the Telecom Commercial Communication Customer Preference Regulations, 2010

(Amount in Rs.)

Operator	Last three years	Current Year
M/s Reliance Group		34130000
M/s Aircel Ltd		5260000
M/s Tata (Group)		2381000
M/s IDEA Cellular Ltd		535000
M/s Vodafone (India) Ltd		2310000
M/s Unitech Wireless (Tamil Nadu) Pvt. Ltd.		2200000
M/s Bharti Airtel	1,00,000	1420000
M/s MTS (M/s Sistema Shyam Teleservices Ltd.)		1675000
M/s Videocon		315000
M/s Loop Mobile		145000
M/s Mahanagar Telephone Nigam Ltd (MTNL)		25000
M/s Bharat Sanchar Nigam Ltd (BSNL)		5000
M/s Quadrant Televentures Ltd. (HFCL)		5000

\*\*\*\*\*



ANNEXURE-III

Action taken by Department on the cases of violations of license agreement reported by TRAI

**(i) Rollout Obligations - Violations of license terms and conditions:**

Department has imposed financial penalty / Liquidated Damages upon certain Telecom Service Providers (TSPs) for violation of rollout obligations. However, the action taken against these companies for violation of rollout obligations by Department of Telecommunications (DoT) have been challenged in the courts of law and the same is sub-judice.

**(ii) 3G Intra Circle Roaming:** Regarding violation of 3G Intra Circle Roaming (ICR) agreements by TSPs, DoT had issued Show Cause Notices to these licencees companies viz; M/s. Bharti Airtel Ltd., M/s. Idea Cellular Ltd. and M/s. Vodafone Mobile Services Ltd. for cancellation of their licenses and imposition of penalty. The cases filed by these companies challenging the show cause notices issued by DoT are now being heard by the Telecom Disputes Settlement and Appellate Tribunal (TDSAT) and are presently sub-judice.

**(iii) Etisalat & S Tel:** A demand notice for imposition of Rs. 650 crore has been issued to M/s. Etisalat for violation of the terms of license conditions in 13 License Service Areas (LSAs) and Rs. 250 crore against M/s. S.Tel in respect of 5 LSAs on account of closing down of its operation without following due procedure as specified in the license conditions. A Committee has been constituted to examine the issue and give its report for taking a decision in this regard.

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GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

Appendix - TV

LOK SABHA

UNSTARRED QUESTION NO: 2373

ANSWERED ON: 05.02.2014

HACKING OF BSNL WEBSITE

SURESH KUMAR SHETKAR

(a) whether a Chinese telecom equipment company has reportedly hacked the website of Bharat Sanchar Nigam Limited (BSNL);

(b) if so, the details thereof;

(c) whether the Government has got the matter investigated;

(d) if so, the outcome thereof; and

(e) if not, the action taken by the Government to avoid recurrence of such incident in future?

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

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR.(SMT.) KILLI KRUPARANI)

(a) to (e) An incident about the alleged hacking of Bharat Sanchar Nigam Limited (BSNL) network by M/s Huawei, a Chinese Telecom Company has come to notice. The Government has constituted an inter-ministerial team to investigate the matter.

MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

LOK SABHA

UNSTARRED QUESTION NO: 4066

ANSWERED ON: 19.02.2014

ADJUSTED GROSS REVENUE

KISHANBHAI VESTABHAI PATEL

(a) whether the Telecom Regulatory Authority of India (TRAI) has released a consultation paper on the Definition of Adjusted Gross Revenue (AGR) in licence agreements for provision of telecom and internet services and minimum presumptive AGR;

(b) If so, the details in this regard;

(c) the details of the definition of AGR in the ISP licence agreements for provision of internet services;

(d) the comments of various stakeholders on the consultation paper; and

(e) the reaction of the Government thereon?

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

ANSWER

MINISTER OF THE STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION  
TECHNOLOGY (SHRI MILIND DEORA)

(a) & (b) Yes Madam. Based on a reference made by the Department of Telecom, the Telecom Regulatory Authority of India (TRAI) released a Consultation paper in December, 2012 on the 'Definition of Adjusted Gross Revenue (AGR) in the Licence Agreements for provision of Internet Services and minimum presumptive AGR'

(c) There is no definition of "Adjusted Gross Revenue(AGR)" in ISP licences (without Internet Telephony) issued under 1998 guidelines. Following definition of "AGR" is applicable for ISP licences with Internet Telephony issued under 2002 guidelines:

"Definition of Adjusted Gross Revenue"

(i) Gross Revenue: The Gross Revenue shall be inclusive of Internet Access Service, Internet Content Service, Internet Telephony Service, installation charges, Late fees, sale proceeds of terminal equipments, revenue on account of interest, dividend, valued added services, supplementary services, revenue from permissible sharing of infrastructure and any other miscellaneous revenue, without any set-off for related item of expense etc.

(ii) for the purpose of arriving at the "Adjusted Gross Revenue(AGR)", the following shall be excluded from the Gross Revenue:

# Charges from Internet Access, Internet content and Internet access related installation charges;

# Service Tax on provision of service and sales tax actually paid to the Government if Gross Revenue had included as component of Sales Tax and Service Tax.

(iii) AGR under ISP licence issued under 2007 guidelines is as follows:

# Gross Revenue: The Gross Revenue shall be inclusive of revenue from Internet access service, revenue from internet content, revenue from Internet Telephony Service, Revenue from activation charges, revenue from sale, lease or renting of bandwidth, links, R&G cases, Turnkey projects etc. revenue from IPTV service, late fees, sale proceeds of terminal equipments, revenue on account of interest, dividend, value added services, supplementary services, Interconnection charges, roaming charges, revenue from permissible sharing of infrastructure and any other miscellaneous revenue, without any se-off for related item of expense etc.

For the purpose of arriving at the "Adjusted Gross Revenue(AGR)" the following shall be excluded from the Gross Revenue:

# Charges from pure internet service, activation charges from pure internet subscribers. Pure Internet Services shall mean any method/device/technology to provide access to Internet unless explicitly prohibited and all content available including web-hosting, web-colocation which is available on internet without access restriction.

# Service Tax on provision of service and Sales Tax actually paid to the Government if gross

Extracts from Manual of Parliamentary Procedures in the Government of India, Ministry of Parliamentary Affairs, New Delhi

Chapter 8

**Assurances**

8.1 During the course of reply given to a question or a discussion, if a Minister gives an undertaking which involves further action on the part of the Government in reporting back to the House, it is called an 'assurance'. Standard list of such expressions which normally constitute assurances as approved by the Committee on Government Assurances (CGA) of the respective House, is given at Annex-3. As assurances are required to be implemented within a specified time limit, care should be taken by all concerned while drafting replies to the questions to restrict the use of these expressions only to those occasions when it is clearly intended to give an assurance on the floor of the House.

Definition

8.2 An assurance given in either House is required to be fulfilled within a period of three months from the date of the assurance. This limit has to be strictly followed.

Time limit for fulfilling an assurance

8.3 To ensure early fulfillment of assurances, entire process beginning from culling out of assurances from the proceedings of the House to the submission of Implementation Report including extension of time, dropping and transfer of assurances have been automated through a Software Application named "Online Assurances Monitoring System" (OAMS). Requests for extension of time, dropping or transfer of assurances and submission of Implementation Report through any other offline mode shall not be entertained under any circumstances.

Online Assurances Monitoring System (OAMS)

Culling out of Assurances

**8.4** When an assurance is given by a Minister or when the Presiding Officer, directs the Government to furnish information to the House, it is extracted by the Ministry of Parliamentary Affairs, from the relevant proceedings and communicated to the Department concerned online through 'OAMS' normally within 20 working days of the date on which it is given on the floor of the House.

Deletion from the list of assurances

**8.5** If the administrative Ministry/Department has any objection to treating such a statement as an assurance or finds that it would not be in the public interest to fulfill it, it may upload its request at 'OAMS' within a week of treating such statement as assurance for getting it deleted from the list of assurances. Such action will require prior approval of the Minister concerned and this fact should be clearly indicated in their communication containing the request. If such a request is made towards the end of stipulated period of three months, then it should invariably be accompanied with a request of extension of time. The department should continue to seek extension of time till the decision of the Committee on Government Assurances is conveyed through 'OAMS'. Requests received through offline mode shall not be entertained by either Rajya Sabha/Lok Sabha Secretariat or Ministry of Parliamentary Affairs.

Extension of time for fulfilling an assurance

**8.6** If the Department finds that it is not possible to fulfill the assurance within the stipulated period of three months or within the period of extension already granted, it may seek further extension of time as soon as the need for such extension becomes apparent, indicating the reasons for delay and the probable additional time required alongwith details of action taken/progress made in the matter. All such request should be submitted at 'OAMS' for decision by CGA thereon with the approval of the concerned Minister.

Registers of Assurances

**8.7.1** The particulars of every assurance will be entered by the Parliament Unit of the Ministry/Department concerned in a register as at Annex 4 after which the assurance will be passed on to the concerned section

**8.7.2** Even ahead of the receipt of communication from the Ministry of Parliamentary Affairs through 'OAMS' the section concerned should take prompt action to fulfill such assurances and keep a watch thereon in a register as at Annex 5.

**8.7.3** The registers referred to in paras 8.7.1 and 8.7.2 will be maintained separately for the Lok Sabha and the Rajya Sabha assurances, entries therein being made session wise.

The Section Officer in charge of the concerned section will:

Role of Section  
Officer and Branch  
Officer

- (a) scrutinize the registers once a week;
- (b) ensure that necessary follow-up action is taken without any delay whatsoever;
- (c) submit the registers to the branch officer every fortnight if the House concerned is in session and once a month otherwise, drawing his special attention to assurances which are not likely to be implemented within the period of three months; and
- (d) review of pending assurances should be undertaken periodically at the highest level in order to minimize the delay in implementing the assurances.

**8.8** The branch officer will likewise keep his higher officer and Minister informed of the progress made in the implementation of assurances, drawing their special attention to the causes of delay.

**8.9.1** Every effort should be made to fulfill the assurance within the prescribed period. In case only part of the information is available and collection of the remaining information would involve considerable time, an Implementation Report(IR) containing the available information should be uploaded at 'OAMS' in part fulfillment of the assurance, within the prescribed time limit. However, efforts should continue to be made for expeditious collection of the remaining information for complete implementation of the assurance at the earliest.

Procedure for  
fulfillment of an  
assurance

**8.9.2** Information to be furnished in partial or complete fulfillment of an assurance should be approved by the Minister concerned before it is uploaded at 'OAMS' in both English and Hindi versions in the prescribed pro forma as at Annex-6 , together with its enclosures. After online submission of the Report for fulfillment of the assurance partial or complete as the case may be, four hard copies each in Hindi and English version with one copy of each version duly authenticated by the officer concerned should be sent to the Ministry of Parliamentary Affairs for laying until e-laying is adopted by the concerned House.

**8.9.3** The Implementation Report should be submitted at 'OAMS' only. Implementation Report sent by any other mode or sent to Rajya Sabha/Lok Sabha Secretariat directly, will not be considered for laying.

Laying of the  
Implementation  
Report on the Table  
of the House

**8.10** The Ministry of Parliamentary Affairs, after scrutiny of the Implementation Report, will arrange to lay it on the Table of the House concerned. A copy of the Implementation Report, as laid on the Table, will be forwarded by Ministry of Parliamentary Affairs to the member(s) concerned. Details of laying of Implementation Report submitted by the Ministry/Department concerned would be made available by the Ministry of Parliamentary Affairs at 'OAMS'. The Parliament Unit of the Ministry/Department concerned and the concerned section will, on the basis of information available at 'OAMS', update their records.

Obligation to lay a  
paper on the Table  
of the House vis-à-  
vis assurance on the  
same subject

**8.11** Where there is an obligation to lay any paper (rule/order/notification, etc.) on the Table of the House and for which an assurance has also been given, it will be laid on the Table, in the first instance, in fulfillment of the obligation, independent of the assurance given. After this, a formal report regarding implementation of the assurance indicating the date on which the paper was laid on the Table will be submitted at 'OAMS' in the prescribed pro forma (Annex-6) in the manner already described in para 8.9.2.



8.12 Each House of Parliament has a Committee on Government Assurances nominated by the Chairman/Speaker. It scrutinizes the Implementation Reports and the time taken in the fulfillment of Government Assurances and focuses attention on the delays and other significant aspects, if any, pertaining to them. Instructions issued by Ministry of Parliamentary Affairs from time to time as available on 'OAMS' are to be followed strictly.

Committees  
on Government  
Assurances  
RSR 211-A  
LSR 323, 324

8.13 The Ministries/Departments will, in consultation with the Ministry of Parliamentary Affairs, scrutinize the reports of these two Committees for remedial action wherever called for.

Reports of the  
Committees on  
Government  
Assurances

8.14 On dissolution of the Lok Sabha, the pending assurances do not lapse. All assurances, promises or undertakings pending implementation are scrutinized by the new Committee on Government Assurances for selection of such of them as are of considerable public importance. The Committee then submits a report to the Lok Sabha with specific recommendations regarding the assurances to be dropped or retained for implementation by the Government.

Effect on assurances  
on dissolution of  
the Lok Sabha

**MINUTES**

COMMITTEE ON GOVERNMENT ASSURANCES  
(2019-2020)  
(SEVENTEENTH LOK SABHA)  
FOURTH SITTING  
(03.01.2020)

The Committee sat from 1500 hours to 1630 hours in Committee Room "B", Parliament House Annex, New Delhi.

**PRESENT**

Shri Rajendra Agrawal - **Chairperson**

**MEMBERS**

2. Shri Nihal Chand Chauhan
3. Shri Gaurav Gogoi
4. Shri Ramesh Chander Kaushik
5. Shri Pashupati Kumar Paras

**SECRETARIAT**

1. Shri Pawan Kumar - Joint Secretary
2. Shri H. Ram Prakash - Director
3. Shri S.L. Singh - Deputy Secretary

**WITNESSES****Ministry of Communications (Department of Telecommunications)**

1. Shri Anshu Prakash - Secretary (T)
2. Shri P.K. Sinha - Member
3. Ms. Anita Praveen - Additional Secretary (T)
4. Ms. Ansuli Arya - Administrator, USOF
5. Shri Subodh Kumar Gupta - Advisor
6. Shri G.K. Aggarwal - Wireless Advisor
7. Shri Navneet Gupta - Joint Secretary
8. Shri M. Akhaya - CVO
9. Shri Sheo Bhadra Singh - DDG
10. Shri R.K. Khandelwal - DDG
11. Shri Gulab Chand - Sr. DWA

**Ministry of Parliamentary Affairs**

1. Shri P.K. Halder - Under Secretary

At the outset, the Chairperson welcomed the Members to the sitting of the Committee and apprised them that the sitting has been convened to consider 25 Memoranda containing requests

received from various Ministries/Departments for dropping of 44 pending Assurances and for taking oral evidence of the representatives of the Ministry of Communications (Department of Telecommunications) regarding review of pending Assurances.

XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX	XXXX	XXXX

2. Thereafter, the representatives of the Ministry of Communications (Department of Telecommunications) and the Ministry of Parliamentary Affairs were ushered in. Welcoming the witnesses to the sitting of the Committee, the Chairperson impressed upon them to not disclose the deliberations of the Committee to any outsider. The Committee then took oral evidence of the representatives of the Ministry of Communications (Department of Telecommunications) regarding pending Assurances. Expressing concern over the long pendency of as many as 103 Assurances of the Ministry, the Chairperson asked the Secretary, Department of Telecommunications to give an overview of the pending Assurances of the Ministry and also enquired about the internal mechanism and system of monitoring and reviewing the implementation of pending Assurances in the Ministry.

3. The Secretary, Department of Telecommunications accordingly briefed the Committee on the above issues *inter-alia* highlighting the mechanism of periodic meetings activated about 6-8 months back for monthly review of Assurances at the levels of Additional Secretary, Deputy Director General (Coordination) and the Secretary (Telecommunications).

4. The Chairperson and Members thereafter raised various queries and sought certain clarifications on the 16 pending Assurances. (Enclosure) taken up for the day. The witnesses responded to these queries and also provided clarifications. As some queries required detailed reply and inputs from various quarters, the Chairperson asked the witnesses to furnish written reply on the same in due course.

5. The evidence was completed.

6. The Chairperson thanked the witnesses for deposing before the Committee and furnishing the available information on the queries raised and clarifications sought by them.

7. The witnesses, then, withdrew.

8. A verbatim record of the proceedings has been kept.

*The Committee then adjourned.*

XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
XXXX	XXXX	XXXX	XXXX	XXXX	XXXX

**COMMITTEE ON GOVERNMENT ASSURANCES (2019-2020) LOK SABHA**

**Statement of Pending Assurances relating to the  
Ministry of Communications (Department of Telecommunications)**

**(From 14<sup>th</sup> Lok Sabha to 15<sup>th</sup> Lok Sabha)**

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<b>Sl.No.</b>	<b>SQ/USQ No. dated</b>	<b>Subject</b>
1.	USQ No. 2186 dated 14.03.2007	Setting up of BTS in Border Areas
2.	USQ No. 4628 dated 09.05.2007	Grievances Redressal Mechanism by the Access Providers
3.	USQ No. 1090 dated 13.07.2009	Effectiveness of Telecom Services
4.	USQ No. 4254 dated 03.08.2009	National Spectrum Policy
5.	USQ No. 5700 dated 07.09.2011	2G Spectrum Investigation
6.	USQ No. 3337 dated 14.12.2011	Telecom Finance Corporation
7.	USQ No. 2396 dated 28.03.2012	National Broadband Plan
8.	SQ No. 288 dated 25.04.2012	Complaints Against Unsatisfactory Telecom Services
9.	USQ No. 147 dated 08.08.2012	Location Based Service System
10.	USQ No. 1830 dated 22.08.2012	Allocation of Spectrum
11.	USQ No. 1566 dated 06.03.2013	Complaints Against Telecom Operators
12.	USQ No. 3682 dated 20.03.2013	Location Based Services

13.	USQ No. 1609 dated 14.08.2013	Allotment of Spectrum
14.	USQ No. 1093 dated 11.12.2013	Quarterly Performance Monitoring
15.	USQ No. 2373 dated 05.02.2014	Hacking of BSNL Website
16.	USQ No. 4066 dated 19.02.2014	Adjusted Gross Revenue

**MINUTES**

COMMITTEE ON GOVERNMENT ASSURANCES  
(2019-2020)  
(SEVENTEENTH LOK SABHA)  
EIGHTEENTH SITTING  
(08.10.2020)

The Committee sat from 1100 hours to 1200 hours in Committee Room "C", Parliament House Annexe, New Delhi.

**PRESENT**

Shri Rajendra Agrawal - **Chairperson**

**MEMBERS**

2. Shri Ramesh Chander Kaushik
3. Shri Kaushalendra Kumar
4. Shri Ashok Mahadeorao Nete
5. Shri Santosh Pandey
6. Dr. Bharatiben Dhirubhai Shyal

**SECRETARIAT**

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri S.L. Singh - Deputy Secretary

XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX

At the outset, the Chairperson welcomed the Members to the sitting of the Committee and apprised them that the sitting has been convened to consider and adopt 04 draft Reports and for taking oral evidence of the representatives of the Ministry of Rural Development (Department of Land Resources). Thereafter, the Committee considered and adopted the following four (04) draft Reports without any amendments:-

- (i) Draft Thirteenth Report (17th Lok Sabha) regarding 'Requests for Dropping of Assurances (Acceded to)';
- (ii) Draft Fourteenth Report (17th Lok Sabha) regarding 'Requests for Dropping of Assurances (Not Acceded to)';
- (iii) Draft Fifteenth Report (17th Lok Sabha) regarding 'Review of Pending Assurances Pertaining to the Ministry of Communications (Department of Telecommunications); and
- (iv) Draft Sixteenth Report (17th Lok Sabha) regarding 'Review of Pending Assurances Pertaining to the Ministry of Education (Department of School Education and Literacy)'.

XXX	XXX	XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX	XXX	XXX

*The Committee then adjourned.*

MINUTES  
COMMITTEE ON GOVERNMENT ASSURANCES  
(2020-2021)  
(SEVENTEENTH LOK SABHA)  
FOURTH SITTING  
(08.02.2021)

The Committee sat from 1430 hours to 1500 hours in Chairperson's Chamber, Room No. 216, Block-B, Extension to Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Rajendra Agrawal - Chairperson**

**Members**

2. Shri Nihal Chand Chauhan
3. Shri Ramesh Chander Kaushik
4. Shri Kaushalendra Kumar
5. Shri Santosh Pandey
6. Shri Pashupati Kumar Paras

**Secretariat**

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri S.L. Singh - Deputy Secretary

At the outset, the Chairperson welcomed the Members to the sitting of the Committee and apprised them regarding the day's agenda. Thereafter, the Committee considered and adopted the following Four (04) draft Reports without any amendments:-

- (i) Draft Thirteenth Report (17th Lok Sabha) regarding 'Requests for Dropping of Assurances (Acceded to)';

- (ii) Draft Fourteenth Report (17th Lok Sabha) regarding 'Requests for Dropping of Assurances (Not Acceded to)';
- (iii) Draft Fifteenth Report (17th Lok Sabha) regarding 'Review of Pending Assurances Pertaining to the Ministry of Communications (Department of Telecommunications)'; and
- (iv) Draft Sixteenth Report (17th Lok Sabha) regarding 'Review of Pending Assurances Pertaining to the Ministry of Education (Department of School Education and Literacy)'.

2. The Committee also authorized the Chairperson to present the Reports during the ongoing Session.

*The Committee then adjourned.*



**COMPOSITION OF THE COMMITTEE  
ON GOVERNMENT ASSURANCES\*  
(2019 - 2020)**

**SHRI RAJENDRA AGRAWAL** - Chairperson

**MEMBERS**

2. Shri Sudip Bandyopadhyay
3. Shri Nihal Chand Chauhan
4. Shri Gaurav Gogoi
5. Shri Nalin Kumar Kateel
6. Shri Ramesh Chander Kaushik
7. Shri Kaushalendra Kumar
8. Shri Ashok Mahadeorao Nete
9. Shri Santosh Pandey
10. Shri Pashupati Kumar Paras
11. Shri Parbatbhai Savabhai Patel
12. Shri M.K. Raghavan
13. Shri Chandra Sekhar Sahu
14. Dr. Bharatiben Dhirubhai Shyal
15. Smt. Supriya Sule

**SECRETARIAT**

1. Shri Pawan Kumar - Joint Secretary
2. Shri Lovekesh Kumar Sharma - Director
3. Shri S. L. Singh - Deputy Secretary

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\* The Committee was constituted w.e.f. 09 October, 2019 *vide* Para No. 609 of Lok Sabha Bulletin Part-II dated 09 October, 2019