GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS

LOK SABHA
UNSTARRED QUESTION NO. 4012
TO BE ANSWERED ON 18TH MARCH, 2020

CONSUMER COMPLAINTS AGAINST TSPS

†4012. SHRI GOPAL CHINNAYA SHETTY:

Will the Minister of COMMUNICATIONS be pleased to state:

(a)   whether the number of consumer complaints pertaining to call drop, poor connectivity and slower broadband speed has increased during recent years and if so, the details thereof along with the number of such complaints against public sector telecom companies received by the Government during each of the last three years, State/UT-wise; and

(b)   the steps taken/being taken by the Government in this regard?

ANSWER

MINISTER OF STATE FOR COMMUNICATIONS,
HUMAN RESOURCE DEVELOPMENT AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a)   The number of consumer complaints received by the Government through Centralized Public Grievance Redress And Monitoring System(CPGRAMS) pertaining to call drop, poor connectivity and slower broadband speed against public sector telecom companies during each of last three years, State/UT- wise is enclosed as **Annexure-I**, **Annexure-II** and **Annexure-III** respectively.

(b)   Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of Telecom Service Providers (TSPs) including Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) against the benchmark for various Quality of Service (QoS) parameters laid down by TRAI through QoS regulations issued from time to time. Telecom Service Providers (TSPs) in India are required to ensure that the Quality of Service (QoS) parameters remain within the benchmarks laid down by Telecom Regulatory Authority of India (TRAI).

The performance on these parameters is monitored quarterly through Performance Monitoring Reports (PMR) submitted by service providers for the service area as a whole.

Wherever the benchmark is not met, the explanation of the Service Providers is called for and after considering the explanation submitted by service providers in this regard, TRAI imposes financial disincentives for non-compliance with the benchmark.

DoT has taken several policy initiatives to facilitate infrastructure growth for delivery of quality services. These include permitting trading/sharing/ liberalisation of spectrum, permitting passive & active infrastructure sharing, notification of Right of Way Rules 2016, making available government land/buildings for installations of towers etc.

Annexure referred to in reply of para (a) of Lok Sabha Unstarred Question No. 4012 to be answered on 18th March, 2020 raised by Hon'ble Member of Parliament Shri Gopal Chinnaya Shetty, regarding "Consumer Complaints against TSPs"

State/ UT-wise number of complaints on Call Drop

Sr.No.	State/ UT Name	Received During Year		
		2017	2018	2019
1.	Andaman And Nicobar Islands	7	5	1
2.	Andhra Pradesh	18	6	10
3.	Arunachal Pradesh	7	2	2
4.	Assam	34	9	4
5.	Bihar	64	17	22
6.	Chandigarh	1	0	0
7.	Chhattisgarh	49	3	3
8.	Dadra and Nagar Haveli	0	0	0
9.	Daman and Diu	0	0	0
10.	Delhi	207	59	38
11.	Goa	7	1	1
12.	Gujarat	41	12	12
13.	Haryana	56	14	10
14.	Himachal Pradesh	14	4	0
15.	Jammu And Kashmir	31	6	2
16.	Jharkhand	32	7	2
17.	Karnataka	53	35	28
18.	Kerala	34	17	12
19.	Lakshadweep	0	0	0
20.	Madhya Pradesh	49	11	11
21.	Maharashtra	140	49	49
22.	Manipur	0	0	0
23.	Meghalaya	7	0	0
24.	Mizoram	2	2	0
25.	Nagaland	1	0	0
26.	Odisha	47	18	5
27.	Puducherry	1	0	0
28.	Punjab	19	5	4
29.	Rajasthan	66	11	10
30.	Sikkim	3	0	0
31.	Tamilnadu	49	24	14
32.	Telangana	17	1	1
33.	Tripura	15	4	2
34.	Uttar Pradesh	280	86	65
35.	Uttarakhand	43	10	9
36.	West Bengal	70	16	10

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State/ UT-wise number of complaints on Poor Connectivity

Sr.No.	State/ UT Name	Received During Year		
		2017	2018	2019
1.	Andaman And Nicobar Islands	1	9	10
2.	Andhra Pradesh	7	22	39
3.	Arunachal Pradesh	0	5	8
4.	Assam	0	32	39
5.	Bihar	15	81	133
6.	Chandigarh	0	0	5
7.	Chhattisgarh	3	18	6
8.	Dadra and Nagar Haveli	0	1	2
9.	Daman and Diu	0	1	0
10.	Delhi	31	158	170
11.	Goa	1	5	8
12.	Gujarat	5	33	64
13.	Haryana	9	43	55
14.	Himachal Pradesh	1	17	16
15.	Jammu And Kashmir	4	30	31
16.	Jharkhand	9	18	26
17.	Karnataka	31	217	184
18.	Kerala	14	70	43
19.	Lakshadweep	0	0	0
20.	Madhya Pradesh	5	46	48
21.	Maharashtra	75	134	244
22.	Manipur	0	2	1
23.	Meghalaya	0	1	3
24.	Mizoram	0	2	0
25.	Nagaland	0	0	0
26.	Odisha	6	51	74
27.	Puducherry	0	0	1
28.	Punjab	3	21	29
29.	Rajasthan	5	52	54
30.	Sikkim	1	0	2
31.	Tamilnadu	12	68	67
32.	Telangana	5	21	18
33.	Tripura	0	14	6
34.	Uttar Pradesh	66	269	481
35.	Uttarakhand	9	56	85
36.	West Bengal	10	53	119

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State/ UT-wise number of complaints on Slow Broadband Speed

Sr.No.	State/ UT Name	Received During Year		
		2017	**2018**	**2019**
1.	Andaman And Nicobar Islands	9	2	0
2.	Andhra Pradesh	13	2	4
3.	Arunachal Pradesh	1	2	0
4.	Assam	48	3	1
5.	Bihar	87	8	16
6.	Chandigarh	5	0	8
7.	Chhattisgarh	30	8	3
8.	Dadra and Nagar Haveli	1	0	0
9.	Daman and Diu	0	0	0
10.	Delhi	813	68	25
11.	Goa	10	4	2
12.	Gujarat	52	14	8
13.	Haryana	99	20	25
14.	Himachal Pradesh	6	2	3
15.	Jammu And Kashmir	35	15	11
16.	Jharkhand	39	6	6
17.	Karnataka	75	11	15
18.	Kerala	54	32	25
19.	Lakshadweep	0	1	0
20.	Madhya Pradesh	96	18	15
21.	Maharashtra	158	36	35
22.	Manipur	1	0	0
23.	Meghalaya	2	2	2
24.	Mizoram	1	0	0
25.	Nagaland	0	0	0
26.	Odisha	58	10	8
27.	Puducherry	5	1	0
28.	Punjab	38	11	10
29.	Rajasthan	125	21	22
30.	Sikkim	1	1	0
31.	Tamilnadu	108	26	18
32.	Telangana	16	1	4
33.	Tripura	10	6	6
34.	Uttar Pradesh	272	53	26
35.	Uttarakhand	41	10	8
36.	West Bengal	82	16	17

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