

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 647
TO BE ANSWERED ON 5TH FEBRUARY, 2020**

COMPLAINTS AGAINST TSPs

**647. SHRI HEMANT SRIRAM PATIL:
DR. SUJAY RADHAKRISHNA VIKHE PATIL:
SHRI D.K. SURESH:
SHRI RANJEETSINGH HINDURAO NAIK NIMBALKAR:
SHRI GIRISH BHALCHANDRA BAPAT:
SHRI DHAIRYASHEEL SAMBHAJIRAO MANE:
DR. SHRIKANT EKNATH SHINDE:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether Telecom Regulatory Authority of India (TRAI) has received complaints of subscribers against Telecom Service Providers(TSPs) during each of the last three years and the current year, if so, the details thereof, TSP-wise;
- (b) whether TSPs have been found guilty in addressing complaints of subscribers in an effective and time bound manner in such complaints and if so, the details thereof;
- (c) whether the TRAI has any mechanism to monitor the efforts taken by the TSPs in addressing grievances of subscribers and if so, the details thereof; and
- (d) other corrective steps taken by the Government in this regard?

ANSWER

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

(a) Sir, total number of complaints received in TRAI against the present Telecom Service Providers are tabulated below:

Year 2017	Year 2018	Year 2019
20522	30274	30131

TSP wise details are enclosed at Annexure-I.

(b) to (c) TRAI Act 1997 does not envisage handling of individual consumer complaints to TRAI. As per the license conditions, any dispute relating to provision of service shall be redressed by service provider in accordance with the direction, order and regulations issued by Licensor/TRAI. In accordance with the above provisions, TRAI had laid down the framework for Redressal of grievances of telecom consumers by service providers through the Telecom Consumers Protection and Redressal of Grievances Regulations, 2012. These regulations provide for a two-tier Grievance Redressal Mechanism viz Complaint Centre and Appellate Authority. Complaint Centre will have Toll Free Consumer Care Number for complaints and service requests.

The Consumer Care Number could also be accessed from any network through an alternative number. If a consumer is not satisfied with the redressal of his complaint, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the specified period, he can approach the next tier – the Appellate Authority for redressal of his complaints. The appellate authority will have an advisory committee comprising of one member from the consumer organisation registered with TRAI and another member from the service provider. The appellate authority has to decide on every appeal within 39 days after considering the recommendations of the advisory committee. Time limits have been prescribed for redressal of complaints by the complaint centre and also appeal by the Appellate Authority.

TRAI has been monitoring the performance of service providers against the benchmark for above regulation, through Quarterly Performance Monitoring Reports (PMRs) submitted by service providers. The details of Consumers Redressal Report submitted by Service Providers for the Quarter ending September 2019 is enclosed as **Annexure-II**.

(d) In case a grievance is not redressed even after exhausting the two tier procedure as prescribed by TRAI, the complainant may approach Public Grievance wing of Department of Telecommunications (DoT), along with all documentary evidence(s) for non-redressal of grievance at concerned Service Provider level. Complainant may submit grievance in either of the following ways:

(i) By hand (ii) By post (iii) Through FAX (iv) Through phone OR (v) CPGRAMS Web portal [URL://www.pgportal.gov.in](http://www.pgportal.gov.in)

The complaints so registered in DoT are forwarded to the concerned service provider/ subordinate organizations(s) with an advise to take appropriate action in the matter and to inform the complainant regarding the action taken towards the redressal of grievance. All the complaints received in DoT are monitored in a transparent, user friendly and structured manner by DoT staff and officers. DoT also provides an option to the complainants to raise his/ her grievance through social media like twitter.

Apart from above DoT also took initiative to bring telecom consumers under the ambit of Consumer Protection Act, 2018.

Further, DoT is also considering to set-up Telecom Ombudsman for addressing the telecom consumer grievances.

Annexure-I**Number of Complaints received in TRAI against Telecom Service Providers in last three calendar years**

S.No.	Service Provider	2017	2018	2019
1	Bharti Airtel Ltd. (Airtel)	6932	12041	10552
2	Bharat Sanchar Nigam Limited (BSNL)	819	1102	1442
3	Quadrant Televentures Ltd (HFCL)	29	9	1
4	Idea Cellular Ltd. (Idea)	2594	3380	2141
5	Mahanagar Telephone Nigam Ltd. (MTNL)	268	295	228
6	Reliance Communications Ltd. (Reliance)	2689	1108	10
7	Tata Teleservices Ltd. (TTSL)	601	753	302
8	Vodafone India Limited (Vodafone)	5394	8278	10708
9	Reliance Jio Infocomm Ltd	1196	3308	4747
Total		20522	30274	30131

Consumer Redressal Report submitted by Service Providers (Period ending September 2019)									
Basic/Cellular/Broadband	Service Provider	Total no. of complaints received during the quarter and previous quarters pending complaints	Total number of complaints redressed	Total number of complaints redressed beyond time limit	Total No. of complaints pending	No. of appeals received	No. of appeals decided including backlog of previous quarter	No. of appeals decided beyond time limit	No. of appeals pending during the quarter ending
Basic	Airtel	402126	391719	17414	10407	6	7	1	3
Cellular		777385	639511	236156	137874	88	144	51	39
Broadband		523847	512278	26252	11569	3	4	1	0
Basic	BSNL	395991	319894	227736	76097	0	0	0	0
Cellular		NA	NA	NA	NA	NA	NA	NA	NA
Broadband		181335	163323	92955	18012	0	0	0	0
Cellular	IDEA	3443525	3396380	225150	47145	49	52	0	6
Basic	MTNL	657382	639400	7347	17982	0	0	0	0
Cellular		26887	22404	2893	4483	3	3	0	3
Broadband		248999	226499	3021	22500	0	0	0	0
Basic	Quadrant	22247	22174	44	73	0	0	0	0
Broadband		11981	11570	825	411	0	0	0	
Cellular	Reliance Jio	1712922	1696332	20531	16590	895	1181	0	240
Basic	Tata	31062	31062	3757	0	4	4	0	0
Broadband		33045	31497	6988	1548	0	0	0	0
Broadband	Tata Sky	25931	25931	0	0	0	0	0	0
Cellular	Vodafone	3181514	3120042	263060	61472	217	224	16	8
