

(d) As per the National Association of Software and Services Companies (NASSCOM), in the case of most companies, the impact of appreciation in Rupee has resulted in a reduction of operating margins mainly because of the reduction in Foreign Exchange earned being converted to Rupees while the expenses are largely in Rupees.

(e) Margins are impacted by increases in costs without corresponding increase in revenue figures. Hence any reduction of revenue (either resulting from lesser Rupees earned after converting Foreign exchange or otherwise) would have a negative impact on operating margins. To promote IT exports, Government of India has taken a series of initiatives which include among others, Market Development Assistance Scheme, Market Access initiatives scheme of the Department of Commerce. In addition,, tax benefits under Section 10A and 10B is provided to the IT exporters operating under Software Technology Park (STP) Scheme and Export Oriented Units (EOUs).

Customer protection

2128. SHRI S. ANBALAGAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether adequate steps have been taken for the customer protection in view of the mushrooming of private mobile phone operators;

(b) if so, the details thereof including the implementing mechanism for the same;

(c) the number of complaints received against the MTNL, BSNL and private mobile phone operators during the last three years regarding faulty bills, particularly inflated bills, year-wise;

(d) the number of complaints resolved by them to the satisfaction of the subscribers; and

(e) the action being taken on mobile phone operators on faulty and inflated bills?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) Yes, Sir.

(b) Government has taken various steps from time to time for protecting the interest of customers. Some of the important steps taken by Government for protecting the interest of customers are given below:—

1. For addressing concerns of customers regarding Redressal of their grievances, Telecom Regulatory Authority of India (TRAI) has issued the Telecom Consumers Protection and Redressal of Grievances Regulations, 2007 on 04.05.2007. As per this regulation, the access service providers and broadband service providers have established Call Centre, Nodal Officer and appellate authority.
2. TRAI has laid down the quality of service standards for basic service (wireline) and cellular mobile telephone through Quality of Service Regulations, from time to time. TRAI has been monitoring the performance of service providers against the

benchmarks laid down by TRAI for various parameters through quarterly performance monitoring reports. TRAI also undertakes audit and assessment of quality of service and assessment of customer satisfaction through survey by independent agencies.

3. TRAI has issued several orders and directions relating to tariff termination of service provision of Value Added Service to protect the interest of customers.
4. TRAI has also issued the Telecom Unsolicited Commercial Communications Regulations to address customers' concern relating to telemarketing telephone calls/SMSs. Under these regulations a National Do Not Call (NDNC) registry has been established. Customers who do not wish to get unsolicited commercial communications can register the telephone numbers with the registry through their service providers.
5. TRAI has a process of consumer education on various aspects of telecommunication service through regional workshops organized by TRAI and also by Consumers Advocacy Groups registered with TRAI.

(c) The total number of complaints received by the Department of Telecom against MTNL, BSNL and private mobile phone operators during the last three years regarding faulty bills including inflated bills are given below:

| Period | No. of complaints |
|-------------------------|-------------------|
| July, 2006 – June, 2007 | 123 |
| July, 2007 - June, 2008 | 212 |
| July, 2008 - June, 2009 | 57 |

(d) As per latest Performance Monitoring Report (PMR) for quarter ending March 2009 by TRAI, all the mobile phone operators have resolved all the billing related complaints within the benchmark period of 4 weeks.

(e) As per the Quality of Service (Code of Practice for metering and Billing Accuracy), Regulation 2006 dated 21.03.2006, the metering and billing system of all service providers are being audited annually through any one of the Auditors in the panel notified by the TRAI. The service providers have to file audited report with TRAI by 30th June of every year and the action taken reports on the observations of the auditors have to be filed by 30th September of every year. This Audit of Metering and Billing System has enabled service providers to have a control on billing inaccuracies.

Broadband facilities to rural areas

2129. SHRI RAJEEV CHANDRASEKHAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state: