

(v) Delay in expansion of mobile services GSM (Global System of Mobile communication) capacity during 2008-2012 in BSNL due to cancellation of tenders.

(c) BSNL has reported that all its 2G customers have been enabled with 3G facilities in Andhra Pradesh and Telangana and it is providing 3G services as per the benchmarks prescribed by Telecom Regulatory Authority of India. BSNL has reported that there has been improvement in data usage on its 3G mobile services in Andhra Pradesh and Telangana.

(d) Government is in the process of revival and revitalization of BSNL and MTNL. Amongst various options for revival of BSNL and MTNL is merger of the two CPSUs (Central Public Sector Undertakings). Merger of BSNL and MTNL may help in adopting a common approach to network infrastructure, enterprise business and customer service issues. Implications of merger are being studied.

Complaints against telecom service providers

1831. DR. T.N. SEEMA : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government has taken note of the complaints against telecom service providers regarding insensitive consumer handling for the majority of the subscriber base, particularly in areas such as activation of value-added services without consent, inflated bills, overcharging, unfair deductions, disconnection without notice, call drops etc.;

(b) if so, the details thereof and the corrective steps taken by Government in this regard;

(c) whether a large number of complaints have been registered regarding Mobile Number Portability (MNP) services; and

(d) if so, the details thereof and action taken by Government against the erring companies?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) and (b) Telecom Regulatory Authority of India (TRAI) does take note of complaints which are against the interest of consumers and complaints alleging practices adopted by service providers which are against the interest of consumers. TRAI is monitoring the performance of service providers

against the parameters (i) metering and billing creditability – postpaid (benchmark $\leq 0.1\%$) (ii) metering and billing creditability – prepaid (benchmark $\leq 0.1\%$), (iii) resolution of billing/charging/validity complaints (benchmark (98% within 4 weeks and 100% within 6 weeks) and (iv) period of credit/wavier / adjustment to customers account from the date of resolution of complaints (benchmark within 1 week of the resolution of complaint). Further following steps are also taken by TRAI:

- (i) Wherever non-compliance with the benchmark is observed the matter is persuaded with the service providers for improving quality of service. Also financial disincentives are imposed for such non-compliance.
- (ii) The metering and billing systems of the service providers are also audited every year through auditors appointed by the service providers from the panel notified by TRAI to identify billing / charging deficiencies. The service providers have to take corrective action to address such deficiencies, including refund of overcharge amounts to affected customers.
- (iii) TRAI has also issued various directions to service providers prescribing the manner in which the explicit consent of the consumer is to be obtained before activating Value Added Services. The provision of value added services by service providers is also audited by metering and billing auditors.

(c) and (d) A total of 17357 Mobile Number Portability (MNP) related complaints has been received with TRAI till January, 2015 since the implementation of the Mobile Number Portability Regulations, wherein the subscribers had reported that their porting requests were rejected by the donor operators on various grounds. It was noticed 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 following steps have been taken by TRAI:

- (i) Directions issued to concerned service providers to ensure compliance of Mobile Number Portability regulations, so that MNP process is smooth and convenient to the subscribers.
- (ii) Show cause notices issued against those service providers who had contravened the Mobile Number Portability regulations.
- (iii) TRAI issued “Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012” dated 19th September, 2012 providing

financial disincentives for unjustified rejection of porting request and for violation of timelines specified in the regulations. Under these regulations Financial Disincentives of ₹ 94,553,000/- have been levied on various service providers so far.

Social Media Policy

1832. SHRIMATI RENUKA CHOWDHURY : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government proposes to frame a Social Media Policy and strategic dissemination and perception management on behalf of Government, if so, the details thereof; and

(b) the steps taken by Government for convergence and integration of communication through an identified hub on behalf of Government on social media?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD) : (a) Yes, Sir. A Framework and Guidelines for use of Social Media for Government Organisations has been formulated by Department of Electronics and Information Technology (DeitY). These guidelines enable various agencies to create and implement their own strategy for the use of social media. The document helps them to make an informed choice about the objective, platforms and resources to meet the requirement of interaction with their varied stakeholders.

(b) The New Media Cell under Ministry of Information and Broadcasting disseminates information and publicizes various Ministries' initiatives through Multiple Social Media Platforms. This cell also facilitates the Ministries in having a presence on Social Media Platforms.

Implementation of NOFN in Goa

1833. SHRI SHANTARAM NAIK : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether National Optical Fibre Network (NOFN) project is being implemented in Goa;

(b) whether any Gram Panchayats have been provided facilities under the project;