Complaints against telecom service providers

†2305. DR. SANJAY SINH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Department of Telecommunications has received 50197 complaints in the year 2014 and 57634 complaints in the year 2015 and TRAI has received 18494 complaints in the year 2014 and 23313 complaints in the year 2015 from consumers about poor services, billing issues, harassment etc. against various service providers;

(b) if so, the details of the action taken in these cases, service provider company-wise; and

(c) the details of service provider companies that were fined during the last two years along with the amount of fine imposed on them, case-wise and the outcome thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Sir, Department of Telecommunications had received 50696 complaints in the year 2014 and 60857 complaints in the year 2015 at CPGRAMS portal and TRAI had received 18494 complaints in the year 2014 and 23313 complaints in the year 2015 from consumers about poor services, billing issues, harassment etc. against various service providers.

(b) For effective resolution of consumer complaints, TRAI has prescribed the framework and procedure for redressal of complaints of telecom consumers through the "Telecom Consumer Complaint Redressal Regulations, 2012" dated 5th January 2012. As per these regulations the telecom service providers have to set up complaint centre, with toll free consumer care number, for making complaints and service requests. The complaint centre has to redress the complaint of consumers within the time frame prescribed by TRAI for various quality of service parameters. In case the consumer is not satisfied with the redressal of his complaint by the complaint centre he can file an appeal with the Appellate Authority of the service provider. The Appellate authority has to decide on the appeal after considering the recommendations of a two member Advisory Committee, comprising of one representative from consumer organizations registered with TRAI and one from the service provider.

Accordingly, the complaints so registered at CPGRAM portal and received in TRAI as mentioned in para (a) above were forwarded to the concerned service providers for their redressal and appropriate action.

†Original notice of the question was received in Hindi.

(c) Department of Telecommunications and TRAI have not imposed any fine on service providers regarding consumer complaints during last two years.

Internet facility at cheap rates

†2306. SHRI PRABHAT JHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether one main objective of the Digital India campaign is to provide internet facility at cheap rates;

(b) if so, the details of achievements made in this regard;

(c) whether one main objective of the Digital India campaign is to provide all Government services and facilities on mobile; and

(d) if so, the achievements made in this regard so far?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) One of the objectives of Digital India Programme is to provide broadband through National Optical Fibre Network (NOFN) BharatNet project. Under this project, it is planned to establish network infrastructure to connect all the Gram Panchayats (2.5 lakh) in the country by laying incremental fibre to bridge the connectivity gap between Gram Panchayats and Blocks or through radio/ satellite for providing broadband connectivity by all categories of service providers on non-discriminatory basis including Internet Service Providers. With the implementation of NOFN/BharatNet project, which is one of the pillars of Digital India, non-discriminatory access to all categories of service providers including internet service providers will be available at Gram Panchayats with no investment to lay the optical fibre infrastructure. It is expected that it will promote internet and broadband usage in rural and remote areas at affordable rates. As on 07.05.2016, Pipe has been laid upto 1,40,749 kms, Optical Fibre Cable (OFC) has been laid in 1, 12,883 kms and 50,465 Gram Panchayats (GPs) have been connected with OFC. Out of these, 6,849 GPs have been provided with broadband connectivity.

(c) and (d) The Government of India is implementing the Digital India programme to transform India into a digitally empowered society and knowledge economy. One of the primary focus areas of Digital India is e-Kranti- Electronic delivery of services. e-Kranti aims at ensuring a Government wide transformation by delivering all Government services electronically to the citizens through integrated and interoperable systems via multiple

†Original notice of the question was received in Hindi.