

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 1517  
TO BE ANSWERED ON 10<sup>TH</sup> DECEMBER, 2021**

**COMPLAINTS AGAINST TELECOM SERVICE PROVIDERS**

**1517 SHRI VINAY DINU TENDULKAR**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) Whether Telecom Regulatory Authority of India (TRAI) has received complaints from customers against Telecom Service Providers in each of the last three years and the current year, the service provider -wise details thereof;
- (b) Whether service providers have been found guilty of not redressing the complaints against their network signaling problems in NCR and Delhi in an effective and time-bound manner;
- (c) Whether TRAI has any mechanism to monitor the efforts made by service providers for redressal of customer complaints; and
- (d) If so, the details thereof?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS,  
(SHRI DEVUSINH CHAUHAN)**

(a) Telecom Regulatory Authority of India (TRAI) has received complaints from customers against Telecom Service Providers. Telecom Service Provider wise details of complaints received in each of the last three years and the current year is as below:

S. No.	Service Provider	Year			
		2018	2019	2020	2021*
1.	Mahanagar Telephone Nigam Ltd. (MTNL)	295	228	773	732
2.	Bharat Sanchar Nigam Limited (BSNL)	1102	1442	3462	2913
3.	Bharti Airtel Ltd. (Airtel)	12041	10551	18305	16111
4.	Vodafone Idea Ltd. (Idea)	3380	2141	10613	9186

5.	Reliance Jio Infocomm Ltd	3308	4747	7741	7341
6.	Tata Teleservices Ltd. (TTSL)	753	302	134	60
7.	Vodafone Idea Limited (Vodafone)	8278	10694	9110	5301
8.	Quadrant Televentures Ltd (HFCL)	9	1	0	0

**(b) to (d)** TRAI Act,1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service provider for appropriate action. TRAI has mandated all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints. In terms of this mechanism, a consumer can lodge service-related complaints at the complaint centre of their Telecom Service Providers (TSPs). In case complaint is not redressed satisfactorily by the service provider at the complaint centre, an appeal can be registered with Appellate Authority of the TSPs.

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