

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3414
TO BE ANSWERED ON 01st APRIL, 2022**

**COMPLAINTS REGARDING MOBILE AND INTERNET FACILITIES IN RURAL,
HILLY AND REMOTE AREAS**

3414 Ms. INDU BALA GOSWAMI:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) Whether complaints are being received regarding mobile and internet facilities in rural, hilly and remote areas;
- (b) If so, the reasons therefor;
- (c) Whether any time limit has been set to resolve the complaints related to telephone network in rural and hilly areas; and
- (d) If so, the details thereof?

ANSWER

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

(a) Yes Sir,

(b) Generally, the mobile/internet facilities in rural, hilly and remote areas depend on various geographical factors such as techno-commercial viability of Telecom Service Providers (TSPs), type of terrain, vegetation, other technical parameters like characteristics of radio propagation for wireless communication, non-availability of sites due to land acquisition problems, technology deployed, availability of line of sight, backhaul media connectivity, number of simultaneous users, etc. Some other factors such as irregular power supply, and non-availability of adequate numbers of human resources may also adversely affect the telecom services in rural, remote, and hilly areas. All these factors give rise to complaints regarding mobile and internet facilities in rural, hilly and remote areas.

(c) to (d) To protect the interest of consumers, Telecom Regulatory Authority of India (TRAI) had laid down “Telecom Consumers Complaint Redressal Regulations, 2012” mandating all Telecom Service Providers to establish a two-tier complaint/grievance redressal mechanism for handling consumer complaints through their Complaint Centre/call center and the Appellate Authority.

Time limits for handling consumer complaints through the above mechanism are mandated by the parameters fixed by TRAI vide its regulation “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009)”. The Quality of Service (QoS) parameters specifying time limits for Basic (Wireline) Services and Wireless Services (Cellular) are enclosed as Annexure-I and Annexure-II respectively.

In case complaints are not redressed even after exhausting the two tier procedure as prescribed by TRAI, the complainants may approach Public Grievance wing of Department of Telecommunications (DoT), for non-redressal of grievance at concerned Service Provider level. Complainants may also submit this grievance through the Centralized Public Grievance Redressal And Monitoring System (CPGRAMS) Portal (www.pgportal.gov.in). As per the guidelines of Department of Administrative Reforms and Public Grievance (DARPG), time limit for redressal of public grievance through CPGRMAS portal is 45 days.

Annexure – I

**Telecom Regulatory Authority of India (TRAI) Quality of Service (QoS) Parameters
for Basic (Wireline) Services**

Serial Number	Name of Parameter	Benchmark
(i)	“Fault repair” Fault incidences No. of faults per 100 subs/month)	≤ 7
(ii)	(a) % Fault repaired by next working day (for urban areas)	$\geq 85\%$
	(b) % Fault repaired within 5 days (<i>for urban areas</i>)	$\geq 100\%$
(iii)	(a) % Fault repaired by next working day (for rural and hilly areas)	$\geq 75\%$
	(b) % Fault repaired within 7 days (<i>for rural and hilly areas</i>)	$\geq 100\%$
(iv)	“Mean time to Repair” (MTTR)	$\leq 10\text{Hs}$
(v)	“Point of Interconnection” (POI) Congestion (No. of PoIs not meeting benchmark)	$\leq 0.5\%$
(vi)	“Metering and Billing” Metering and billing credibility - post-paid	$\leq 0.1\%$
	Metering and Billing credibility -pre-paid	$\leq 0.1\%$
(vii)	Resolution of billing/charging /Credit & validity complaints	98% within 4 weeks
	Resolution of billing/charging / Credit & validity complaints	100% within 6 weeks
(viii)	Period of applying credit /waiver/adjustment to customer's	1 week of resolution of complaint
(ix)	“Response time to the customer for assistance” Accessibility of call centre/ customer care	$\geq 95\%$
	%age of calls answered by the operators (voice to voice) within 90 seconds	$\geq 95\%$

(x)	“Termination / closure of service”- %age of request for Termination / closure of service complied within 7 days	100% within 7 days
(xi)	Time taken for refund of deposits after closures	100% within 60 days

Annexure – II

Telecom Regulatory Authority of India (TRAI) Quality of Service (QoS) parameters for Wireless Services (Cellular)

Serial Number	Name of Parameter	Benchmark
(i)	(a) Metering and billing credibility – post paid	Not more than 0.1% of bills issued should be disputed over a billing cycle
	(b) Metering and billing credibility -- pre-paid	Not more than 1 complaint per 1000 customers i.e. 0.1% complaints for metering, charging, credit, and validity
	(c) Resolution of billing/ charging complaints	98% within 4 weeks
	(d) Resolution of billing/ charging complaints	100% within 6 weeks
	(e) Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint
(ii)	Response Time to the customer for assistance	
	(a) Accessibility of call centre/ customer care	≥ 95%
	(b) Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%
(iii)	(a) Termination/ closure of service	100% within 7 days
	(b) Time taken for refund of deposits after closures	100% within 60 days
