

Press Information Bureau
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Ministry of Communications & Information Technology
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Complaint Handling System for Mobile Tower Radiations Inaugurated in Mumbai

A complaint handling system for Electro Magnetic Field (EMF) Radiation from Mobile Towers operational in Mumbai Telecom Circle has been opened in Mumbai today. Sh Milind Deora, Minister of State, Communication & IT, inaugurated the system by launching the HELPLINE, dialing **99695 55000**.

The Minister informed that the work of testing of the site for EMF radiation has been assigned to M/s TCIL at present. The complainant can get the site tested by paying Rs 4000 to M/s TCIL. It was also informed that in case the site is found to be non compliant with respect to the desired norms on testing, no fee would be charged from the complainant. The test results will be made available on the website of DOT and will also be sent to the complainant through email and SMS.

Sh Deora Minister flagged off the first team of M/s TCIL for testing, at the end of the function. M/s TCIL will deploy 5 teams for this purpose which is expected to handle 15 complaints per day. This forms part of the Government's efforts to ensure that the best possible Telecom Services are provided by Telecom service providers across the Country without compromising on Public safety and human health.

The EMF exposure limit (Base Station Emissions) has been lowered to 1/10th of the exposure limit standards prevalent in 90% of the countries with effect from 1st Sept. 2012. India now has one of the most stringent EMF exposure norms in the world as SAR value standards for Mobile handsets also have been revised.

Telecom Enforcement Resource & Monitoring (TERM) Cells of DOT have been conducting audit on the self certification furnished by the Service Providers. TERM Cell carries out Test Audit covering up to 10% of the BTS sites on random basis. For non-compliance of EMF radiation standards, a penalty of Rs. 5 lakh is liable to be levied per BTS for each Service Provider.

The helpline facility for complaint booking will be available from 10:00 AM to 5:30 PM on working days. The online facility will also be available on DOT website www.dot.gov.in through a link "Public Grievance – EMF Radiation".

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