

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4480  
ANSWERED ON:24.04.2000  
EXCESS TELEPHONE BILLS  
AJAY SINGH CHAUTALA

**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) whether the complaints relating to the excess billing from telephone exchanges of Haryana, particularly in Bhiwani, Hissar and Sirsa districts have been received by the Government during the year 1999-2000;
- (b) if so, the details thereof alongwith the reasons therefor; and
- (c) the remedial steps taken by the Government in this regard?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

- (a) Yes, Sir. Some complaints have been received.
- (b) The number of complaints received in 1999-2000 at the following stations were as follows:-

Hissar	-	116
Sirsa	-	182
Bhiwani	-	6

These were due to technical faults in the exchange systems.

- (c) The following remedial steps were taken by the Government:
- i) Efforts were made to rectify the technical faults causing excess metering as soon as they came to notice, during testing etc.
  - ii) The telephone exchanges were replaced by electronic ones whereby the possibilities of excess metering has been minimized.
  - iii) The STD /ISD locking facility has been made available to subscribers by which they can control the no. of calls from their premises. For this, they operate a secret code to which others will not have access.