

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

STARRED QUESTION NO:160
ANSWERED ON:06.03.2000
COMPLAINTS AGAINST INFLATED BILLS
AMAR ROY PRADHAN

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether a number of complaints in respect of inflated telephone bill are being received from the subscribers in the offices of different Public Relations Officers of Mahanagar Telephone Nigam Limited, New Delhi in different Exchanges/Zones;
- (b) if so, whether the complaints from telephone subscribers are not even acknowledged and reply about action taken/investigations made is not communicated to complainants in respect of their complaints;
- (c) if so, the number of complaints received in each of the office of Public Relations Officer during the months of November and December, 1999, month-wise and the number of those neither acknowledged nor replied to as on January 31, 2000; and
- (d) the remedial steps being taken by Government in this regard?

Answer

MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (d) : A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA VIDE PARTS

(a) TO (d) OF STARRED QUESTION NO. 160 FOR 6-3-2000.

(a) The incidence of excess billing complaints is not very high. For example as against 73.19 lakhs bill issued by MTNL Delhi from 1.4.99 to 31.12.99, the excess billing complaints received from the subscribers of various exchanges added upto 12437; viz. 0.17% of the total number of bills issued.

(b) The complaints received are investigated and the results of the examination are intimated to the subscribers.

(c) Against 893267 bills issued in Nov.`99 and 908905 bills issued in Dec.`99, 2036 and 2199 complaints, respectively, were received by MTNL Delhi. The details of the complaints received are given below:

(i) Area-wise complaints received during November` 99 and December` 99.

November` 99 December` 99

Central	107	126
North	409	360
South-I	51	192
South-II	283	282
West-I	185	314
West-II	256	275
East	339	277
Trans-Yamuna	406	373
Total	2036	2199

(ii) Percentage of complaints to total bills issued. 0.16 0.17

There are only four cases pending as on January 31, 2000 which have inadvertently not been acknowledged/replied to.

(d) Not applicable in view of (b) & (c) above.