

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3113
ANSWERED ON:18.08.2004
FAULTY TELEPHONE BILLS
Gohain Shri Rajen

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether erroneous and faulty telephone bills are received by the consumers many a time in Assam;
- (b) if so, whether the Government proposes to introduce meters for telephones as has been done in the case of electricity and water; and
- (c) if not, the reasons therefor and the steps taken to ensure correct telephone bills?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Some times excess bills are received by the consumers in Assam. However, the percentage of such complaints with respect to the number of bills issued during last financial year was less than 1 percent.

(b) & (c) All the telephone exchanges in BSNL Network are Digital Electronic and Meter Reading of subscribers are maintained in the system itself, which is error free, reliable and secure, therefore, there is no proposal to install individual meters like electricity/water at the residence of subscribers. Billing systems are progressively being computerized to ensure correct telephone bills to maximum possible extent.