

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

UNSTARRED QUESTION NO:2205

ANSWERED ON:09.03.2011

OVERCHARGING BY TELEPHONE OPERATORS

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

- (a) whether TRAI has received complaints from people on over-billing, false billing and other unfair levies from the private telecom operators;
- (b) if so, the details thereof, company-wise, during the last three years and the action taken thereon;
- (c) whether the Government proposes to create a grievance redressal mechanism to deal with such complaints;
- (d) if so, the details thereof; and
- (e) the number of plans a telecom operator can offer in a circle?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) Telecom Regulatory Authority of India (TRAI) has been receiving complaints against telecom service providers alleging various problems which include billing, metering & tariff related issues and activation of chargeable value added services without explicit consent of the customer. The company-wise details of complaints against private service providers during last three years is given in the Annexure. These complaints are forwarded by TRAI to the concerned service providers for appropriate action/resolution.

(c) & (d) TRAI has notified the Telecom Consumers Protection and redressal of Grievances Regulations, 2007 which makes it mandatory for every service provider to establish a three tier system consisting of Call center, Nodal officer and Appellate Authority for redressal of grievances of telecom consumers. The regulation also outlines the processes, procedures and time limits. In order to improve the effectiveness of the grievance redressal system, TRAI has issued a Consultation Paper on review measures to protect interest of consumers in the telecom sector.

(e) A telecom operator can offer at any given point of time a maximum of 25 tariff plans in a service area. The cap of 25 tariff plans (post paid and prepaid inclusive) is applicable on the Service segments of Fixed wireline, Fixed wireless, Mobile (GSM) and Mobile (CDMA) separately.