

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

UNSTARRED QUESTION NO:3444
ANSWERED ON:14.12.2011
OVERCHARGING BY TELECOM OPERATORS
Pakirappa Shri S.

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

- (a) whether TRAI has received complaints from people on over-billing, billing for over actual talk time and unfair charges for value added services from the telecom operators particularly private operators;
- (b) if so, the details thereof, company-wise during the last three years; and
- (c) the action taken by the Government in this regard, operator-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) & (b) Telecom Regulatory Authority of India (TRAI) has been receiving complaints from consumers, from time to time on various matters including billing & metering issues, charging for value added services activated without their consent. Etc. A statement indicating the number of complaints against various service providers received in TRAI regarding billing & metering issues and value added service during the last three years is at Annexure.

(c) TRAI has issued Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 dated 21st March, 2006, which provides for audit of metering and Billing system of service providers through any one of the auditors from the panel of auditors notified by TRAI. The service providers are required to submit the audit report by 30 June of every year and the action taken report on deficiencies if any pointed out by the auditor in the audit report by the 30th September of every year.

For addressing the concerns of consumers in respect of value added services, TRAI had issued directions on 3rd May, 2005, 29th August, 2006, 30th October, 2007, 27th April, 2009, 4th September, 2010 and 4th July, 2011. The recent direction issued on 4.7.2011 mandates the service providers to seek confirmation from consumers through SMS or email or FAX within 24 hours of activation of value added service, failing which the value added service shall be de-activated without any cost to the consumer.