

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

UNSTARRED QUESTION NO:1505
ANSWERED ON:06.03.2013
FLEECING CUSTOMERS BY PRIVATE OPERATORS
Kumar Shri Kaushalendra;Ramkishun Shri

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

- (a) the steps being taken by the Government to prevent the private cellular operators from fleecing the customers by hidden costs, sending messages, overcharging and wrong billing;
- (b) whether the Government proposes to expand and promote BSNL and MTNL to compete with the private cellular operators by adopting professional approaches;
- (c) if so, the details thereof; and
- (d) the action taken by the Government in this regard?

Answer

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

- (a) The details of measures taken by Telecom Regulatory Authority of India (TRAI) to protect the interest of customers, enhance transparency in tariff offers and to address the concerns relating to billing, are at Annexure.
- (b) to (d) Bharat Sanchar Nigam Limited(BSNL) and Mahanagar Telephone Nigam Limited(MTNL) are Board driven Public Sector Undertakings. BSNL and MTNL Management are free to decide and finalize their commercial and business policies. Also, BSNL and MTNL have been signing Memorandum of Understanding (MoU) with Department of Telecommunications (DoT) on yearly basis in accordance with the MoU guidelines of the Department of Public Enterprises. The review of the same is held on quarterly basis. Further, various interactions on overall performance of BSNL and MTNL, quality of service offered by it, suggestions for improving the services etc. are undertaken on periodic basis at various levels in DoT.