

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

UNSTARRED QUESTION NO:3493
ANSWERED ON:12.02.2014
CHARGING HIGHER CALL RATES
Chauhan Shri Sanjay Singh

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

- (a) whether some mobile telephone operators in the country are charging higher call rates than the call rates fixed by the Government and also employing various other fraudulent tactics to extract money from customers;
- (b) if so, the details thereof;
- (c) whether any grievance redressal mechanism has been set up by the Government to register complaints against such companies and for taking action against them;
- (d) if so, the details thereof and the number of complaints received against such fraudulent tactics during the last three years and the current year, company-wise; and
- (e) the effective steps taken by the Government in this regard?

Answer

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

(a) & (b) The call rates for mobile services are under forbearance except for national roaming where Telecom Regulatory Authority of India (TRAI) has prescribed ceiling call rates. The roaming call rates levied by mobile operators are within the ceiling rates prescribed by TRAI.

(c) to (e) TRAI has prescribed the framework and procedure for redressal of complaints of telecom consumers through the "Telecom Consumer Complaint Redressal Regulations, 2012" dated 5th January 2012. As per these regulations the access service providers and broadband service providers have to set up complaint centre in each service area, with toll free consumer care number, for making complaints and service requests. The complaint centre has to redress the complaint of consumers within the timeframe prescribed by TRAI for various Quality of service parameters. In case the consumer is not satisfied with the redressal of his complaint by the complaint centre he can file an appeal with the Appellate Authority of the service provider. The Appellate authority has to decide on the appeal after considering the recommendations of a two member Advisory Committee, comprising of one representative from consumer organizations registered with TRAI and one from the service provider.

In accordance with these regulations, the service providers have set up the complaint centres and have appointed the Appellate Authorities.

The details of total number of complaints received in TRAI in respect of major service providers during the last three years and the current year relating to billing tariff, wrong charging and value added service (VAS) including charging higher call rates are as per Annexure-I.