

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

UNSTARRED QUESTION NO:2251  
ANSWERED ON:17.12.2003  
EXCESS BILLING  
RAM PRASAD SINGH

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

- (a) whether the Government has been receiving complaints of inflated telephone bills from the subscribers;
- (b) if so, the details thereof and the guidelines issued by the Mahanagar Telephone Nigam Limited (MTNL) Delhi, to address the complaints of excess billing of the subscribers; and ;
- (c) the steps taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI J. PRADHAN)

(a) Yes, Sir.

(b) During the current financial year upto 31.10.2003, excess billing complaints received by the Bharat Sanchar Nigam Limited (BSNL) is 0.08% of the total bills issued. In case of Mahanagar Telephone Nigam Limited (MTNL), Delhi and Mumbai, this is 0.13% and 0.12% respectively. MTNL Delhi has issued following guidelines to address the complaints of excess billing of subscribers:-

(i) Instructions to print the message i.e. PSTN (Public Switched Telephone Network) calls to PSTN/WLL/Cell at 180/90/60 second: pulse rate respectively on telephone bills have been issued.

(ii) Consumer Educational and Awareness Advertisements through leading newspapers.

(iii) Guidelines to the subscriber regarding excess billing complaints are printed in the information pages of the Telephone Directory.

(c) In addition to above, the following steps are also being taken to resolve billing complaints by BSNL/MTNL:-

(i) Monthly monitoring of excess billing complaints at the Corporate Office level.

(ii) Telephone Adalats are held regularly at District headquarters to settle subscriber's complaints.

(iii) Subscribers are provided with dynamic locking facility for effective control of their telephone.