

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

UNSTARRED QUESTION NO:2123
ANSWERED ON:06.12.2006
AUDIT OF BILLING SYSTEM
Chaudhary Shri Pankaj

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

- (a) whether the Government proposes to conduct annual audit of the billing system of cell phone companies;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the time by which it is likely to be implemented?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c) In order to address customers concerns relating to metering and billing accuracy, Telecom Regulatory Authority of India (TRAI) had notified the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations 2006 on 21.03.2006. As per the regulation, the service providers have to undertake audit of their metering and billing system on a yearly basis through any one of the auditors in the panel notified by TRAI and the audit report thereon has to be submitted to TRAI by 30th June of every year. They are also required to submit action taken report on the audit report by 30th September of every year. TRAI has notified the panel of auditors on 28th August, 2006. The service providers are required to submit the audit report for the year 2006-07 to TRAI by 30th June, 2007.