

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

UNSTARRED QUESTION NO:2150
ANSWERED ON:06.12.2006
COMPLAINTS AGAINST TELECOM SERVICE PROVIDERS
Singh Shri Sugrib

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

- (a) whether the Government has received complaints against various telecom service providers in the country;
- (b) if so, the details thereof during the last two years;
- (c) whether the Government has conducted investigation against each of them;
- (d) if so, the details thereof; and
- (e) the action taken by the Government in this regard?

Answer

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

(a) to (e) Yes, Sir. The details of the cases, for last two years, are as follows:-

For Year 2004-05

Sl. Licensee Complaint Action Taken

- No.
1. M/s Reliance Illegal routing MTNL and BSNL raised Infocomm Ltd. of incoming bills for amount of Rs. (RIL) International 341.27 crores and Long Distance 319.04 crores (ILD) calls as respectively and M/s Local calls RIL have paid the bills. Union of India levied a penalty of 150 crores against M/s RIL UASLs Chennai, Mumbai and Kolkata and M/s RIL paid the penalty amount in March 2005.
 2. M/s HFCL Complaints Commercial VSAT license Satellite regarding terminated in January, Communication operation of Very 2005. Ltd. Small Aperture Terminal (VSAT) network.
 3. M/s Trident Involvement in Category 'A' Internet Netcom Grey Market Service Provider (ISP) Solutions Operations License terminated in December, 2004.
 4. M/s TTML & M/s Provision of Push Penalty of 50 crores Hutch to Talk (PTT) imposed on TTML. Service. Investigations are in progress in case of Hutch.

For Year 2005-06 to till date

Sl. Licensee Complaint Action Taken
No.

1. Tata Teleservices Maharashtra Ltd., Goa
Complaint regarding Investigations
excess charging from are in progress
public by Public Call
Office (PCO) franchise
2. Videsh Sanchar Nigam Ltd. (VSNL)
Under charging for Investigations
carriage cost of Long are in progress
Distance Calls
3. Tata Teleservices Ltd. (TTSL), Delhi
Overcharging by M/s Investigations
TTSL are in progress
4. M/s ISP Services P Ltd.
ISP operations beyond Investigations
the service area are in progress
5. M/s Ready Link Internet Services Covai Ltd.
Operation beyond Investigations
service area in Salem are in progress
and Trichy
6. M/s Vebtel Ltd.
Providing Internet Investigations
Telephony Service are in progress
Provider (ITSP)
operations through
franchises beyond their
service area
7. TTSL, Airtel & Reliance Infocom Ltd.
Extension of area of Investigations
coverage to Bahadurgarh are in progress
SDCA by Mobile Services
Provider.
8. M/s AT&T, BT (British Telecom), Equant & MCI
Provision of Service Investigations
without License and are in progress
AT&T has now acquired
licence.
9. TTML, Idea & Reliance Maharashtra
Provision of services Investigations
beyond service area in are in progress
10. Airtel & Reliance Infocom
Provision of service in Investigations
the 10Km buffer zone of are in progress
International Border.
11. Reliance Infocom Ltd.
Wrongful claim of USO Investigations
fund. are in progress