

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

UNSTARRED QUESTION NO:2120
ANSWERED ON:14.03.2007
COMPLAINTS REGARDING DISTRIBUTION OF TELEPHONE BILLS
Shiwankar Shri Maha Deo Rao

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

- (a) whether the Government has received any complaints in regard to the distribution and dispatch of telephone bills in the rural areas of various districts of Vidarbha region of Maharashtra;
- (b) if so, the steps taken or proposed to be taken by the Government to resolve such complaints;
- (c) whether telephone subscribers are receiving/have received the bills after the expiry of the due date of payment; and
- (d) since when the problem is being faced by the people

Answer

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

(a) Sir, BSNL has received some complaints regarding distribution and dispatch of bills in the rural areas of Vidarbha region of Maharashtra.

(b) The following measures have been/are taken to resolve such complaints:-

(i) The postal authorities of the concerned area are regularly contacted regarding such complaints and apprised of the problems occurring due to non-delivery of bills.

(ii) Interactive Voice Response System (IVRS) gives information regarding bill amounts and bill date to the subscribers including rural subscribers. Notice(s) regarding dispatch of telephone bills for every billing cycle are also published in local newspapers.

(iii) Provision for issue of duplicate bills to the customers is made at Customer Service Centres.

(c) Yes, Sir. In some cases, the subscribers located in remote areas receive bills after the expiry of the due date of payment. However, efforts are being made to ensure timely delivery of bills.

(d) In stray cases the problem has always existed. The incidence of such complaints is however very small at 0.35% of total bills issued.