

**Press Information Bureau**  
**Government of India**  
**Ministry of Communications & Information Technology**  
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**Overcharging by Telephone Operators**

Telecom Regulatory Authority of India (TRAI) has been receiving complaints against telecom service providers alleging various problems which include billing, metering & tariff related issues and activation of chargeable value added services without explicit consent of the customer. The company-wise details of complaints against private service providers during last three years is given as under:

Operator	2008-09	2009-10	2010-11(Upto Dec'2010)
Airtel	773	1736	1062
Tata	232	678	329
Reliance	466	1000	685
Vodafone	477	881	538
Idea	129	425	371
Others	109	370	300
<b>Total</b>	<b>2186</b>	<b>5090</b>	<b>3285</b>

These complaints are forwarded by TRAI to the concerned service providers for appropriate action/resolution.

TRAI has notified the Telecom Consumers Protection and redressal of Grievances Regulations, 2007 which makes it mandatory for every service provider to establish a three tier system consisting of Call center, Nodal officer and Appellate Authority for redressal of grievances of telecom consumers. The regulation also outlines the processes, procedures and time limits. In order to improve the effectiveness of the grievance redressal system, TRAI has issued a Consultation Paper on review measures to protect interest of consumers in the telecom sector.

A telecom operator can offer at any given point of time a maximum of 25 tariff plans in a service area. The cap of 25 tariff plans(post paid and prepaid inclusive) is applicable on the Service segments of Fixed wireline, Fixed wireless, Mobile(GSM) and Mobile(CDMA) separately.

This information was given by the Minister of State for Communications & Information Technology, Shri Sachin Pilot in written reply to a question in Lok Sabha today.

SP/AS