

**Press Information Bureau
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Ministry of Communications & Information Technology**

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Tariff for Telecommunication Access Services

As per the existing tariff framework, tariff for telecommunication access services is under forbearance except national roaming and rural fixed line services. The Telecom Service Providers have the flexibility to determine various charging components and the pulse rate applicable depending on the market conditions and other commercial considerations. As per this flexibility, telecom service providers have specified different duration as pulse rate for charging in terms of seconds and minutes.

During the financial year 2012-13 upto January 2013, Telecom Regulatory Authority of India (TRAI) has received 2419 complaints relating to billing and tariff including complaints relating to overcharging of tariff. The service provider wise details of complaints are given below:

BSNL	MTNL	Bharti	Tata	Reliance	Vodafone	Idea	Others	Total
122	36	745	345	329	505	194	143	2419

Further, TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, TRAI has been receiving complaints from consumers relating to unsatisfactory resolution of their complaints. The individual consumer complaints received in TRAI are forwarded to the concerned service provider for redressal.

This information was given by Shri Milind Deora, Minister of State for C&IT in a written reply to a question in theRajyaSabhatoday.

MV/RK