

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
UNSTARRED QUESTION NO.1675  
TO BE ANSWERED ON 9<sup>th</sup> DECEMBER, 2015**

**OVERCHARGING BY TELECOM COMPANIES**

**1675. SHRI HARISHCHANDRA CHAVAN:**

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

- (a) whether the Government has taken note of the cheating/overcharging the consumers by tele-companies through extra billing/false billing for dropped calls and unintended Value Added Services (VAS);
- (b) if so, the details thereof;
- (c) whether the Government has taken any action against telecom companies found guilty of such fraud;
- (d) if so, the details thereof, operator-wise and the initiatives taken to protect the consumers in this regard; and
- (e) whether the Government plans to set up an ombudsman for telecom sector to ensure consumer rights and resolve consumer complaints, if so, the details thereof?

ANSWER

**THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)**

- (a) to (e)      The information is being collected and will be laid on the Table of the House.

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