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**भारत संचार निगम लिमिटेड**  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

No:MOB-45/TRAI-2011(Pt)

Dated 02.04.2013

To

Sr GM (CMTS)  
Nodal Centre- Trichy / Kolkata / Pune / Chandigarh


Sub: TRAI to impose Rs 10 Lakh penalty on Telco's for false information in billing related reports

Reference is invited towards TRAI regulation on review of Quality of Service (Code of Practice for Metering & Billing Accuracy) (Amendment) Regulations, 2013 dated 25<sup>th</sup> March 2013.

In aforesaid regulation, TRAI has directed all the service providers to get its metering and billing system audited annually for basic and cellular mobile telephone service in each service area and Audit report & Action taken report is to be submitted to TRAI every year by 31<sup>st</sup> July and 15<sup>th</sup> November respectively. Penalty of Rs 1 lakh /- per week would be imposed to telecom service providers for delay in submission of the audit reports & action taken reports and penalty of Rs 10 lakh would be imposed for false or incomplete audit & action taken report.

In this regard, you are requested to take necessary action at your end so that proper & correct audit report & action taken report may be submit to TRAI on time.

This is issued with the approval of competent authority

  
Than Singh | 13  
AGM (VAS-Tech)

Encl: TRAI Paper

Copy to:

1. CGM- Punjab/ Tamil Nadu / Maharashtra / West Bengal

**TRAI to impose Rs 10 lakh penalty on telcos for false information in billing related reports**

**TT Correspondent | | 28 Mar 2013**



**Telecom Regulatory Authority of India**

(IS/ISO 9001-2008 Certified Organisation)

To tighten its noose around telecom service providers and protect the interests of the consumers by reducing the incidents of billing related complaints, the Telecom Regulatory Authority of Indian (TRAI) has directed all the service providers to get its metering and billing system audited annually for basic and cellular mobile telephone service in each service area.

The audit which includes call data records of one month of sample subscribers from most popular plans, new plans, data plans and Special Tariff Vouchers will be done by one of the auditor from the panel notified by TRAI.

TRAI said that all the service providers will have to submit the audit report and action taken report to TRAI every year by 31st July and 15th November respectively. Not only this, the regulator has prescribed a penalty of Rs. 1,00,000/- per week for not submitting the report.

"Financial disincentive at the rate of Rs. 1,00,000/- per week for delay in submission of Audit Reports and Action Taken Reports by the service providers" it said in a statement.

It will also impose a penalty of Rs. 10,00,000/- on every action taken report for presenting false or incomplete information..

All these provisions are included in TRAI's Quality of Service (Code of Practice for Metering and Billing Accuracy) (Amendment) Regulations, 2013 issued early this week.

As far as the overcharging is concerned customers shall be refunded the overcharged amounts within two months, failing which the service provider shall be liable for financial disincentive equivalent to the amount of overcharged amount.

TRAI had issued a Consultation Paper on 27th November, 2012, seeking the comments of stakeholders on the proposals to introduce financial disincentives for addressing the problem of delay in submission of audit reports and action taken reports, false or incomplete audit and action taken reports and delayed refund of overcharges to affected consumers and proposals for improvement of quality of audit. Open House Discussions were held in Delhi on 9th January, 2013.

for n/a  
GM(F) CFA/CM  
GM(VAS)/PGM(Regl)  
GM(CFA)/CM for mfr  
Inath 28/3/13

DGM(VAS-Tech)  
Please send it Nodal center and let as expedite submission of report.  
1/4/13  
Amur

2/10/13  
Amur

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