

Telecom Regulatory Authority of India
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Airtel refunds the excess CLIP charges levied from subscribers in violation of the provisions of Telecommunication Tariff (31st Amendment) Order.

As per the provisions of 31st Amendment of TTO no item of tariff in a tariff plan shall be increased during a period of 6 months from the date of enrolment of a subscriber to that plan. TRAI had received a consumer complaint from an Airtel subscriber of Andhra Pradesh (AP) stating that CLIP charges were hiked from Rs.25/- to Rs.50/- shortly after he had enrolled himself for Airtel services.

2. The Authority took up the matter with the service provider in the light of the provisions of TTO as per which subscriber has the right to avail the service at the chosen price level for six months. In their communications to the Authority at various stages, Airtel has confirmed that such excess charges were levied only in the three service areas of Andhra Pradesh, Madhya Pradesh and Mumbai. Such excess CLIP charges levied from subscribers have been refunded except in the case of 178 subscribers of AP Circle. Total refund money involved is Rs.26.72 lakhs.

3. The summary of the refunds effected by Airtel is given below:

S. No.	Particulars	AP	MP	Mumbai	Total
1.	Total subscribers to whom refund due	30,365	1,435	3183	34,983
2.	Total subscribers to whom refund made	30,187	1,435	3183	34,805
3.	Total amount Refunded (Rs.)	23,15,047	40,232	3,16,402	26,71,681
4.	Outstanding refund amount (Rs.)	4,933 (178 sub- scribers)	Nil	Nil	4,933

4. The Authority has taken the compliance report submitted by Airtel on its record. In the event of any subscriber still having any complaint in the matter of the above said refund, he/she may write to Airtel, with a copy endorsed to TRAI.