

# **TELECOM REGULATORY AUTHORITY OF INDIA**

**28<sup>th</sup> August, 2006**

**PRESS RELEASE No. 82/2006**

## **TRAI notifies a Panel of Auditors to certify the Metering and Billing System of Service Providers**

In order to (i) bring uniformity and transparency in the procedures being followed by service providers with regard to metering and billing; (ii) prescribe standards relating to accuracy of measurement, reliability of billing; (iii) measure the accuracy of billing provided by the Service Providers from time to time and to compare them with the norms so as to assess the level of performance; (iv) minimize the incidences of billing complaints; (v) and to protect the interest of consumers of telecommunication services, TRAI had issued the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 on 21<sup>st</sup> March, 2006. The Regulation mandates the service providers to arrange audit of their Metering and Billing System on an annual basis through any one of the auditors notified by TRAI and to furnish to TRAI an audit certificate thereof not later than 30<sup>th</sup> June of every year. The Regulation also provides that the service providers have to take corrective action on the inadequacies, if any, pointed out by the Agency in the Certificate and to file with TRAI an Action Taken Report thereon not later than 30<sup>th</sup> September of every financial year. In accordance with the provisions of this Regulation, TRAI notifies the following panel of Auditors:

1. M/s S.R. Batliboi & Associates, 2<sup>nd</sup> Floor, A-Wing, Divyashree Chambers, Langford Road, Bangalore – 560 025.
2. M/s Anil Ashok & Associates, B-24 Manubharti, Azad Lane, S.V. Road, Andheri (W), Mumbai – 400 053.
3. M/s M.M. Nissim and Co., Chartered Accountants, Barodawala Mansion, B-Wing, 3<sup>rd</sup> Floor, 81, Dr. Annie Besant Road, Worli, Mumbai – 400 018.
4. M/s RITES Ltd., 1, RITES Bhawan, Sector – 29, Gurgaon – 122 001.
5. M/s TUV South Asia Pvt. Ltd., C-27, III<sup>rd</sup> Floor, Qutab Institutional Area, New Delhi – 110 016.
6. M/s Sanjay Gupta & Associates, Cost Accountants, C-4E/135, Janak Puri, New Delhi – 110 058.

Since the finalisation of the Panel of Auditors has taken some time, the Authority has decided to extend the time for filing of the Audit Report with TRAI for the year 2006 upto 31<sup>st</sup> October, 2006 and filing of Action Taken Report by service providers upto 31<sup>st</sup> December, 2006.

TRAI has also finalised an Illustrative Checklist for carrying out the audit of the metering and billing system. The letter to service providers notifying the Panel of Auditors, the details of the contact persons of audit agencies in the panel notified by the Authority and an Illustrative Checklist for audit are placed at TRAI website at “[www.traigov.in](http://www.traigov.in)”.

M.C. Chaube  
Advisor (QOS)