

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:332
ANSWERED ON:23.07.2003
CELLULAR OPERATORS
RAMCHANDRA VEERAPPA

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

- (a) whether the Government are aware that cellular players are launching misleading promotional campaign to induce subscription;
- (b) if so, whether Government have taken any steps to protect the interest of consumers;
- (c) if so, the details thereof ; and
- (d) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI . PRADHAN)

- (a) Sir, no such complaint has been received by the Government.
- (b)to(d): As per the Telecom Regulatory Authority of India (TRAI) Act. TRAI is, inter-alia, mandated for protection of interest of subscribers of Telecom Services including Cellular Mobile Telephone Service. As intimated by TRAI, it is addressing the issue of consumer being properly informed by various means including devising a format to keep the customer informed in a transparent and appropriate manner about the effective charge on tariff paid by the customer. In addition, in terms of TRAI Regulation of January, 2001, TRAI has been registering consumer groups and inter- acting with them on half yearly basis for protecting the interest of consumers.