

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

STARRED QUESTION NO:364
ANSWERED ON:10.05.2006
MISLEADING OF CUSTOMERS BY PRIVATE TELECOM OPERATORS
Aaron Rashid Shri J.M.

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

- (a) whether certain private telecom operators in the country are misleading the customers by adopting various means as reported in the The Statesman dated March, 6, 2006;
- (b) if so, the facts of the matter reported therein; and
- (c) the steps taken/proposed to be taken by the Government to ensure that the benefits are passed on to the consumers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 364 FOR 10TH MAY, 2006 REGARDING MISLEADING OF CUSTOMERS BY PRIVATE TELECOM OPERATORS.

(a) to (c) Telecom Regulatory Authority of India (TRAI) has informed that subsequent to the implementation of the new Access Deficit Regime with effect from 1.3.2006, major private operators have brought down tariffs for international calls approximately to levels of International Subscriber Dialing (ISD) tariffs of Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) i.e. the incumbent operators and the reduction in these tariffs ranged from 50 to 60%. It is further observed that w.e.f. 1.3.2006, some major private mobile operators have also brought down the National Long Distance (NLD) call charges approximately to levels at par with the NLD call charges of BSNL/MTNL i.e. the incumbent operators.

BSNL/MTNL as well as other private operators have offered One-India Tariff Plan as an Alternative tariff plan. The customer is at liberty to choose any plan, including `One-India` plan as may be suitable, based on his/her usage pattern.

The 4th amendment to Telecom Tariff Order (TTO) `99 does not permit the levy of migration charge when one subscriber moves from one plan to another of the same service provider. The tariff report submitted by MTNL to TRAI for the One-India plan does not indicate the levy of any migration fee for existing customers.

No regulatory intervention is required since the long distance tariffs are under forbearance and various operators have reduced the tariffs.