

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

UNSTARRED QUESTION NO:1134  
ANSWERED ON:07.03.2007  
REDUCTION IN ROAMING CHARGES  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether Telecom Regulatory Authority of India (TRAI) has decided to reduce the roaming tariff;
- (b) if so, whether cellular service provider companies are opposing the move of the TRAI;
- (c) if so, the main points on which the cellular companies are opposing the move;
- (d) the reaction of the Government thereto; and
- (e) the steps taken/proposed to be taken by TRAI for ensuring regular and better mobile services to consumers?

**Answer**

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

(a) to (d) Telecom Regulatory Authority of India (TRAI), after due consultation process with all the stakeholders found justifiable grounds for a review of the tariff structure applicable for roaming services that had been fixed five years back.

The Cellular Operators Association of India (COAI) had submitted that the customer tariffs are already lowest in the World and consistently coming down and thus, roaming tariffs should also be left to market forces.

Based on in-depth analysis of various elements of cost, data on costs, views of stakeholders, the prevailing tariff for calls originated in home network and other relevant factors, TRAI has prescribed a composite ceiling charges for regional/national, effective 15th February, 2007. The cellular operators have already revised roaming tariff accordingly.

(e) TRAI undertakes monitoring of the Quality of Service (QOS) through Quarterly Performance Reports and objective assessment of the Quality of Service and customer satisfaction survey through an independent agency. The result of these audit and survey are widely published for public/stakeholders knowledge. Also, meeting are held with senior management of service providers for addressing the deficiencies in achieving QOS benchmarks.