

**GOVERNMENT OF INDIA  
COMMUNICATIONS  
LOK SABHA**

UNSTARRED QUESTION NO:4329  
ANSWERED ON:21.08.2000  
CONTROL ON ISP  
A.D.K. JEYASEELAN

**Will the Minister of COMMUNICATIONS be pleased to state:**

- (a) whether there is any proposal to regulate and control Internet Service Providers (ISP) from over charging or of poor quality service;
- (b) if so, the details thereof and the steps taken by the Government in this regard; and
- (c) if not, the reasons therefor?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) & (b): As per Internet Service Provider (ISP) licence, ISP is free to fix its own tariff to be charged from subscribers. The tariff shall be left open to be decided by market forces. However, Telecom Regulatory Authority of India (TRAI) may review and fix a tariff at any time during the validity of licence which shall be binding on the licensee. The functions of TRAI include, laying down the standards of quality of service to be provided by the service providers.

As per TRAI, there is substantial competition in the internet services sector. Therefore, the tariff are under competitive pressure, and under these conditions regulatory intervention is not contemplated. TRAI has undertaken an exercise to carry out a survey of Quality of Service (QOS) and other problem faced by internet users. The inputs received as a result of survey are being analysed. TRAI will issue a regulation on QOS in respect of internet service provision based on the inputs received.

(c) Does not arise in view of (a) & (b) above.