

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

UNSTARRED QUESTION NO:2629

ANSWERED ON:31.07.2002

NORMS FOR PRE- PAID CARDS

A. VENKATESH NAIK;ASHOK NAMDEORAO MOHOL;RAMSHETH THAKUR

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

- (a) whether the TRAI have received number of complaints regarding different terms and conditions from one service provider to another as reported in `The Hindu` dated July 12, 2002;
- (b) if so, the whether the TRAI have issued directions to all cellular companies asking them to adhere to certain standard terms and conditions for pre-paid cards; and
- (c) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) Sir, Telecom Regulatory Authority of India (TRAI) is responsible for fixation of tariffs of Telecom Services. As per information furnished by TRAI, it had come to its notice that terms and conditions of pre-paid services offered by Cellular Mobile Service Providers (CMSPs) often vary from one service provider to another on numerous counts. Due to this, the subscriber of pre-paid services is unable to make any meaningful comparison terms and conditions offered.

(b) TRAI has issued a directive on 11.7.2002 to all CMSPs to include certain minimum information on common parameters so as to enable comparison between pre-paid tariff plans offered by service providers. The said directive would become effective from 1.8.2002.

(c) The Salient features of the said directive are given in Annexure.

ANNEXURE

Salient features of the directive of TRAI dated 11.07.2002 to Cellular Mobile Service Providers (CMSPs) regarding pre paid cards are as follows:-

The CMSPs should include the following terms and conditions in all tariff plans to be introduced by them in future:-

- (i) The value of the Prepaid card in Rs. (Denomination of the prepaid card)
- (ii) Validity period of the Prepaid card.
- (iii) Charges for replacement of lost/stolen/damaged SIM cards.
- (iv) Conditions for carryover of balance and grace period.
- (v) Specify the facility for the subscriber to know the balance in Rupees including if the facility if Toll free or not.
- (vi) Cost of the card / Recharge coupon including Entry fee (SIM activation fee), Maximum retail price of the Recharge Coupon, Total amount towards talk time available in Recharge coupon. It should also be specified that the balance of the amount is towards administration charges, other charges and Service tax.
- (vii) Clearly specify Airtime / PSTN charges. In case of any changes the same should be publicized / advised soon after the same becomes effective.
- (viii) Procedure to connect Customer care center.
- (ix) Availability of Toll free Numbers.
- (x) Availability of Supplementary / Value added services.

