

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

UNSTARRED QUESTION NO:1611  
ANSWERED ON:08.03.2010  
CHARGES ON CUSTOMER CARE NUMBER  
Singh Shri Rakesh

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

- (a) whether some mobile companies are charging for calls made on their customer care number by the subscribers;
- (b) if so, the details thereof;
- (c) whether the Government proposes to take any action for providing free of cost customer care service by these companies to their subscribers; and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT)

(a) & (b) Regulation of Telecom Tariff in the country has been mandated to Telecom Regulatory Authority of India (TRAI) vide the TRAI Act of 1997. As per the TRAI guidelines, calls made by the subscribers to the call centre number for lodging grievances are free of charge. The calls to the customer care number meant for seeking information/query are also not chargeable in case the subscriber accesses information through Interactive Voice Response (IVR) only and does not opt to talk to a customer care agent. However, these calls are chargeable, in case the subscriber opts to talk to a customer care agent.

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