

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

UNSTARRED QUESTION NO:1791
ANSWERED ON:08.03.2010
CHARGES ON CALL DROPS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has any proposal to not charge on call drops due to network faults in the country;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be implemented?

Answer

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

(a) & (b) Regulation of Tariff has been mandated to Telecom Regulatory Authority of India (TRAI) vide the TRAI Act of 1997. The Tariff for telecom services in the country are mostly under forbearance. Thus, the Service Providers have the flexibility to offer a combination of tariffs subject to the ceilings prescribed by TRAI. The call drop is primarily caused due to inadequate coverage and interference etc. Call drop can happen at any point of time after the call is established. In cases where the call has dropped, call charges are levied to customers upto the duration of the call and rounded to the pulse rate as per his tariff plan. Some of the telecom service providers have certain tariff plans with per second pulse. In the case of per second plan the charges are levied for the actual duration of the call in seconds.

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