

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

UNSTARRED QUESTION NO:4978  
ANSWERED ON:26.04.2010  
CHARGES ON MOBILE MESSAGES  
Shantha J.

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

- (a) whether Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) charge the subscribers even though they were not able to convey the messages in mobiles;
- (b) if so, the reasons therefor; and
- (c) the steps taken/being taken by the Government in this regard?

**Answer**

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

(a) to (c) Madam, BSNL and MTNL are charging their postpaid customers on delivery of Short Messaging Services (SMS). However, the prepaid customers are charged on submission of messages to the network due to technological limitation associated with the Protocol used for prepaid charging, although system makes multiple attempts to deliver the message.

In case of verified complaint for charging without delivery of messages, refund is given to the concerned subscriber.