

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

UNSTARRED QUESTION NO:5965
ANSWERED ON:03.05.2010
HARASSMENT BY PRIVATE TELECOM COMPANIES
Lal Shri Pakauri;Patel Shri R.K. Singh

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

- (a) whether various private telecom companies including Bharti Airtel and Vodaphone charge from the mobile subscribers for the services like music, missed calls, alert, phone friendship, listening news,astrological information without being subscribed by the customers and subscribers are suffering financial loss as a result thereof
- (b) if so, the details thereof alongwith the total amount earned by the telecom companies during the last three years, company-wise; and
- (c) the action taken or proposed to be taken against the companies by the Government in this regard?

Answer

MINISTER OF THE 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 TRAI Act of 1997. TRAI had received complaints on provision of value added services without explicit consent of subscribers and same was forwarded to telecom companies for necessary action. It was found that generally the subscribers had given their consent for the value added service. Further, during audit as per the quality of services Regulation 2006, it was found by TRAI that no such discrepancies were found in respect of M/s Airtel. However, in some particular cases, M/s Vodafone was found to have provided the value added services without the subscriber's consent.

The company-wise total amount earned by the telecom companies during the last three years is given in the Annexure.

(c) TRAI issued Directions dated 27th April 2009 and amended the same on 4th September 2009 on provision of value added services to the subscribers. TRAI had also issued , two show cause notices to M/s Vodafone and subsequently a direction regarding refund on value added services.