

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

UNSTARRED QUESTION NO:1243
ANSWERED ON:02.08.2010
CHARGES ON CALLER TUNE ON BSNL CONNECTIONS
Guddu Shri Premchandra

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

- (a) whether some telecom companies including Bharat Sanchar Nigam Limited (BSNL) is charging money by activating caller tunes on new connections without consent of subscribers;
- (b) if so, the details thereof;
- (c) whether any complaint has been received so far in this regard;
- (d) if so, the details thereof; and
- (e) 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 SACHIN PILOT)

(a) & (b): It has been informed by Telecom Regulatory Authority of India (TRAI) that it has received complaints from consumers of certain service providers regarding activation of value added services such as Caller Tunes without explicit consent of subscribers. However, Bharat Sanchar Nigam Limited (BSNL) has not charged money by activating the Caller Tunes on new connections without consent of its subscribers.

(c) & (d): Yes, Madam. TRAI has received 149 complaints relating to value added services during the first quarter of the current financial year.

(e): TRAI has been taking up these complaints with the service providers for undertaking root cause analysis and also for their redressal. Based on feedback from consumer complaints, TRAI has issued directions to all Service Providers on 03.05.2005, 30.10.2007, 27.04.2009 and 04.09.2009 regarding provision of value added service so as to protect the interest of consumers. TRAI has been monitoring the compliance of service providers with these directions and wherever deficiencies in complying with these directions are noticed, matter is taken up with the service provider. TRAI had also ordered M/s Idea Cellular Ltd. and M/s Vodafone to refund charges levied from consumers on account of provision of value added services without explicit consent.