

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

UNSTARRED QUESTION NO:366  
ANSWERED ON:23.02.2011  
HIDDEN CALL CHARGES  
Shantha J.

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

- (a) whether most of the service providers of mobile phones in the country have introduced one paisa per second call charges from the consumers;
- (b) if so, the details thereof;
- (c) whether the service providers do not reveal the hidden charges and rentals to the customers;
- (d) if so, the details thereof; and
- (e) the action taken by the regulating authority in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) & (b) Most of the mobile service providers have introduced per second billing system as part of their tariff offerings. The call charges in these plans are generally 1paise/ 1.2 paise per second for on-net/ off-net calls. The details of the call charges levied by major mobile service providers in such tariff options are given in the Annexure.

(c) to (e) The operators are required to intimate subscribers full details of the tariff plans including the rental and other fixed charges, if any. A number of measures have been taken by the Telecom Regulatory Authority of India (TRAI) to promote transparency in the offer of services in the interest of protecting consumers. These include the issue of Regulations, Directions, Orders and Advisories from time to time.

Compliance with the Regulations, Directions, Orders mandated by TRAI are closely monitored. All tariff schemes implemented by the operators are reported to TRAI within 7 days from the date of launch. These tariff schemes/ packages are subjected to scrutiny. Tariff Plans/ Packages that are found to be potentially misleading and / or lacking in transparency are intervened and the service providers are asked to re-structure the same in line with the existing regulatory mandates. In addition, as and when instances of deviations from the prescribed guidelines on transparency are brought to the notice of TRAI by way of complaints, media reports etc., the matter is taken up with the concerned service providers for remedial action. Further, with a view to review the need for further transparency measures in tariff offers, TRAI has issued a consultation paper titled 'Certain issues relating to telecom tariffs' on 13th October, 2010 to elicit views/suggestions of the stakeholders.