

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

UNSTARRED QUESTION NO:3148
ANSWERED ON:27.07.2009
VIOLATION OF TRAI GUIDELINES
Owaisi Shri Asaduddin

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

- (a) whether Telecom Regulatory Authority of India (TRAI) has issued any guidelines to telecom operators to maintain transparency in the telecom services;
- (b) if so, the details thereof;
- (c) whether some companies are violating these guidelines and misleading the subscribers; and
- (d) if so, the number of cases so far reported to TRAI against such companies and steps taken or being taken by the Government in this regard?

Answer

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

(a) & (b) Transparency in the provision of telecom services and marketing thereof by the companies has been an issue of high priority to the Telecom Regulatory Authority of India. A number of measures have been taken by the Authority since its inception 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 and this in an ongoing process.

(c) & (d) Compliance with the Regulations, Directions, Orders mandated by the Authority are closely monitored. All tariff schemes implemented by the operators are reported to TRAI within 7 days from the date launch as per the provisions of Telecommunication Tariff Order. 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. The service providers have promptly responded to these interventions of the Authority and have made necessary amends.