

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

UNSTARRED QUESTION NO:5346  
ANSWERED ON:09.05.2012  
HIKE IN PROCESSING FEE  
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether TRAI has made a minor hike in processing fee for all mobile recharge coupons;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the likely impact of increase of processing fee on the customers?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI MILIND DEORA)

(a) & (b) Telecom Regulatory Authority of India (TRAI) has enhanced the ceiling, from Rs.2/- to Rs.3/-, on processing fee of top-up vouchers (a recharge coupon exclusively meant for provision of talk value) of denominations Rs.20/- and above. The details of processing fee are as given below:-

- (i) Denominations having maximum retail price below Rs.20/- : Rs.2/- as ceiling.
- (ii) Denominations having maximum retail price of Rs.20/- and above: Rs.3/- as ceiling.

The reason for this hike in ceiling inter-alia includes increase in cost of material, increase in cost of providing service by way of hike in salaries/wages, increase in cost of transportation, increase in cost of storage etc.

(c) This hike will impact the monetary value available in the top-up voucher having maximum retail price of Rs.20/- and above. However, the interest of the low and users has been protected by excluding the lower denominations of top-up vouchers from hike and mandating the service providers to ensure availability of Rs. 10/- denominations as top-up voucher.