

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

STARRED QUESTION NO:203

ANSWERED ON:28.03.2012

TARIFF PLANS

Mahto Shri Baidyanath Prasad;Ramkishun Shri

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

- (a) whether the Government has taken note of the difficulties faced by the consumers due to frequent changes in the tariff plans by some private mobile telephone companies;
- (b) if so, the details of changes made in the tariff plans by the various private companies during the last three years and the current year and the reaction of the Government thereto;
- (c) whether some private mobile companies have allegedly violated mobile portability rules;
- (d) if so, the details thereof; and
- (e) the corrective action taken/being taken by the Government in this regard?

**Answer**

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT AND COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI KAPIL SIBAL)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 203 FOR 28TH MARCH, 2012 REGARDING "TARIFF PLANS"

(a) Regulation of Tariff has been mandated to Telecom Regulatory Authority of India (TRAI) vide the TRAI Act of 1997. As per the current Tariff framework, tariff for mobile services is under forbearance except for national roaming where ceiling tariff has been specified. TRAI has taken note of the frequent changes made by mobile operators in the tariff plans and the difficulties faced by consumers in cases where such changes involve hike in tariff.

With a view to protect the interest of the consumers due to frequent changes in the tariff plans, it has been mandated that:-

A) No tariff items in the tariff plan shall be increased:-

- (i) In respect of tariff plans with prescribed periods of validity of more than six months including tariff plans with lifetime or unlimited validity during the entire period of validity specified in the tariff plan;
- (ii) In respect of other tariff plans, within six months from the date of enrolment of the subscriber; and,
- (iii) In the case of recharge coupons with a validity of more than six months under any tariff plan, during the entire period of validity of such recharge coupon.

B) Not more than 25 tariff plans are allowed to be offered by a Service Provider for a particular service at any given point of time.

(b) The revisions carried out by mobile operators during last three years and current year inter-alia include, items such as local calls, STD, ISD, on-net calls, night/off peak calls, friends & family calls, processing fee, daily rental, packs having various combination of tariff concessions, SMS, free minutes, monthly charges, charges for Value Added Services(VAS), roaming tariff etc. The revision may be in one or more of the above items and it may be different for different operators and for different service areas.

Mobile operators have the flexibility to offer different tariff depending on the market conditions and other commercial considerations. However, the tariff are reported to TRAI within 7 days of implementation. The tariff reports are subjected to scrutiny in order to ensure that they are in compliance with regulatory requirements. Also, whenever tariff are revised upward, it is ensured that these are not applied to subscribers who enjoy tariff protection as per the provisions of Tariff Orders issued by TRAI.

(c) Yes, Madam.

(d) & (e) There have been complaints regarding rejection of Mobile Number Portability (MNP) requests by mobile companies. In order

to verify the correctness of MNP compliance, TRAI has been seeking information from the service providers on the MNP rejections from time to time and wherever violations were observed in respect of compliance of MNP regulations / directions, show cause notices have been issued to the concerned service providers. As a result of above actions, the percentages of rejections have been coming down.

As on 19th March 2012, 300 lakh mobile customers have successfully ported their mobile numbers to the service providers of their choice. Details of Mobile Number Portability data on porting is given in the Annexure.