

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

UNSTARRED QUESTION NO:4165
ANSWERED ON:19.12.2012
CONCESSION TO SENIOR CITIZENS
Ray Shri Rudramadhab

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

- (a) whether private telecom operators provide more facilities/value added service to customers than BSNL and MTNL;
- (b) if so, the details of free benefits provided by BSNL, MTNL and private telecom operators;
- (c) whether the Government plans to direct private telecom operators to provide concessions to senior citizens as given by PSU telecom companies; and
- (d) if so, the details thereof and if not, the reasons therefor?

Answer

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

(a)&(b) 1. As per the Telecommunications Tariff Order notified by Telecom Regulatory Authority of India (TRAI) on 9th March, 1999 (Schedule 1, item 5), following concessions in monthly rental are provided to senior citizens in respect of Rural Fixed line services:

(5) Monthly Rentals for Rural Subscribers

(5a) Fixed line Telephony Service Capacity of local Sr. Citizen Others
including wireless in local Exchange System
loop technology (Fixed)
(Number of lines) (Rs.) (Rs.)

(i) Upto 999 70 70

(ii) 1000 to 29,999 120 120

(iii) 30,000 to 99,999 180 200

(iv) 1 lakh and above 250 280

It is mandatory to offer the above as part of standard package. However, the service providers have the flexibility to offer alternative combinations of tariff to different classes of subscribers in a non-discriminatory manner.

2. The following concessions are provided to senior citizens (65 years and above) by government controlled Public Sector Undertakings (PSUs), i.e. Bharat Sanchar Nigam Limited (BSNL) & Mahanagar Telephone Nigam Limited (MTNL):

2.1 BSNL – BSNL is granting following concessions in fixed line telephone connection to senior citizens:

- (i) Registration of telephone on priority under NON-OYT-Special category,
- (ii) Exemption from payment of registration charges while registering the request for a telephone connection.

2.2 MTNL – Senior citizens are allowed following concessions on landline telephone connections:

- (i) 25% concession in installation,

(ii) 25% concession in monthly service charges in plan 250.

3. Department of Telecommunications (DoT) does not maintain information regarding concessions provided to senior citizens by Private Telecom Operators. Hence, comparison is not possible.

(c) No, Madam.

(d) As per the existing tariff framework, tariff for telecommunication access services is under forbearance except for national roaming and Rural Fixed Line Services. The service providers have the flexibility to offer different tariff schemes depending on the market conditions and other commercial considerations. Each service provider devises various schemes in such a manner as to suit its commercial interests in accordance with the tariff regulatory guidelines issued by TRAI from time to time.