

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

UNSTARRED QUESTION NO:2589  
ANSWERED ON:28.07.2014  
REGULATIONS FRAMED BY TRAI  
Chautala Shri Dushyant

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

- (a) whether the regulations framed by the Telecom Regulatory Authority of India (TRAI) for mobile operators to restrict their add-on service calls are being adhered to strictly by them;
- (b) if so, the details thereof;
- (c) if not, the reasons therefor; and
- (d) the steps taken by the Government in this regard?

**Answer**

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) to (d) TRAI has not issued any regulations for mobile operators to restrict their add-on service calls. However, TRAI has taken measures to protect the interest of consumers from time to time to prohibit activation of Value Added Services (VAS) without the explicit consent of the consumers and also prescribing the procedures for taking the explicit consent of the consumers before activation of value added services. On this matter, TRAI has issued directions on 03.05.2005, 29.08.2006, 30.10.2007, 27.04.2009, 04.09.2009, 04.07.2011 and 10.7.2013 to Telecom Service Providers. TRAI has also mandated easy and transparent deactivation procedures through common toll free number 155223. TRAI has been monitoring the implementation of these directions through reports and inspection of VAS data centres. It is seen that the directions of TRAI are generally complied with by the service providers.