

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 2649
TO BE ANSWERED ON 4TH DECEMBER, 2019**

ENFORCING OF TARIFFS

2649. SHRI HANS RAJ HANS:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the issue of enforcing tariffs for unsolicited data package along with voice service in the name of free service only to be charged later from consumers has come to the notice of the Telecom Regulatory Authority of India (TRAI) and if so, the details thereof and the action taken by TRAI thereon;
- (b) whether the TRAI is aware that Telecom Service Providers (TSPs) are rampantly changing consumer's tariff plan at the back end without their consent thereby charging high bills and if so, the details thereof and the reaction of TRAI thereto; and
- (c) the steps taken/being taken by TRAI to monitor and curb such practices of TSPs?

ANSWER

**MINISTER OF COMMUNICATIONS, LAW & JUSTICE AND
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)**

- (a) The TRAI is not in notice of the Telecom Service Providers enforcing tariffs in respect of unsolicited data package along with voice services in the name of free service to be charged later from consumers.
- (b) The Telecom Tariff Order, 1999 issued by TRAI mandates that a tariff plan once offered by a service provider shall be available to a subscriber for a minimum period of six months from the date of enrolment of the subscriber to that tariff plan. The Telecom Tariff Order further provides that the subscriber shall be free to choose any other tariff plan even during the said six months' period.
- (c) The TRAI continuously monitors practices of TSPs for compliance with extant regulatory provisions and intervenes as and when needed.
