

Refusal of telecom operators to pay penalty for call drops

†687. SHRI NARESH AGRAWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that the telecom operators have refused to pay the penalty imposed for call drops;
- (b) if so, the reasons therefor, how and by when Government will address the subscribers' problem of call drops; and
- (c) if not, how the telecom operators will pay penalty to the customers, the nature thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) TRAI has issued the 9th Amendment to the Telecom Consumers Protection Regulations on 16th October, 2015 mandating compensation to the consumers by the mobile service providers for call drops with effect from 01.01.2016. As the provisions relating to compensation would become effective only on 01.01.2016, the question of refusal of telecom operators, does not arise at this stage. The Department has been reviewing the Call Drop situation regularly.

(c) The Telecom Consumers Protection Regulations mandates that every originating service provider providing Cellular Mobile Telephone Service shall, for each call drop within its network:—

- (i) credit the account of the calling consumer by one rupee, provided that such credit in the account of the calling consumer shall be limited to three dropped calls in a day (00:00:00 hours to 23:59:59 hrs);
- (ii) provide the calling consumer, through SMS/USSD message, within four hours of the occurrence of call drop, the details of amount credited in his account; and
- (iii) in case of post-paid consumers, provide the details of the credit in the next bill.

Increase in revenue of BSNL

688. SHRI PAUL MANOJ PANDIAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether it is a fact that BSNL aims to increase its revenue by almost 50 per cent to ₹ 42,000 crore in the next four years as part of Government's plan to turnaround the loss making firm by 2018-19;

†Original notice of the question was received in Hindi.