

Provisional Expenditure upto October, 2015 is ₹ 8595.61 crore. Hence, total unused funds is ₹ 7381.64 crore which is 46.20%. The financial year is still not complete.

- (c) Does not arise in view of response to (a) and (b).

Compensation for call drops

1505. SHRI DEREK O BRIEN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of the compensation to be given to consumers by telecom operators on the occurrence of call drops;
- (b) whether Government has consulted telecom operators on the compensation issue, if so, their views thereon; and
- (c) whether tariffs for consumers will increase if telecom operators are to compensate for call drops?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) TRAI has, through the Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 dated 16.10.2015, 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.

(b) TRAI issued a Consultation Paper (CP) on 'Compensation to the Consumers in the Event of Dropped Calls' on the 04.09.2015. The stakeholders were to submit written comments on the issues raised in the CP by the 21.09.2015 and counter-comments by the 28.09.2015. An Open House Discussion was held on 01.10.2015 in New Delhi with the stakeholders. While all the consumer advocacy groups, and majority of individual consumers strongly supported the options of (i) not charging the consumers for the last pulse of a dropped call and (ii) providing compensation to the calling consumers for the dropped calls, the telecom service providers and their industry associations cast aside

these options. On the basis of the comments received from the stakeholders and further analysis thereof, TRAI issued the Telecom Consumer Protection (Ninth Amendment) Regulations, 2015 dated 16.10.2015 regarding relief to the consumers for call drops.

(c) Based on data of the TSPs, TRAI has conducted a detailed analysis of the call data and call drops data. It is observed that the total financial implication on the TSPs is likely to be not more than ₹ 200 crore per quarter, which is less than 1% of the total revenue of the TSPs. However, as per the Regulations, there is a ceiling of on relief of ₹ 3 per subscriber per day; thus, the likely financial implications would be even less than ₹ 200 crore per quarter.

Project Loon

†1506. SHRI NARESH AGRAWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that there are technical glitches in according approved to 'Project Loon', if so, the details thereof; and

(b) if not, by when internet access will be made available through 'Project Loon' and the amount of money subscribers will have to pay for such facility?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Yes, Sir. The proposed frequency band to be used in the Loon project of Google is being used for cellular operation in India and it will lead to interference with cellular transmissions.

(b) Does not arise.

4G services by BSNL

1507. SHRI A. K. SELVARAJ : Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that BSNL plans to launch 4G services on 2600 MHz band in a couple of cities by March-end, if so, the details thereof; and

(b) whether it is also a fact that BSNL has taken various customer-centric initiatives, such as free night calling, free roaming and is providing a minimum broadband speed of 2 Mbps to build trust, if so, the details thereof?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) Bharat Sanchar Nigam Limited (BSNL) has informed that presently there is no plan to start 4G services.

†Original notice of the question was received in Hindi.