

**Non-implementation of penalty for call drops**

387. SHRI N. GOKULAKRISHNAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the reasons for not implementing penalty on call drops;
- (b) whether it is a fact that telecom companies are defying Government and TRAI order by taking shelter under court;
- (c) if so, the reasons therefor and how Government is planning to look at this maneuvering tactics by private telecom players; and
- (d) the efforts being made by Government to request the court to hear the case early?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (d) TRAI has imposed certain financial disincentives on cellular mobile services (2G and 3G) for failure to comply with "The Standards of Quality of Service for Basic Service (Wireline) and Cellular Mobile Telephone Service Regulations 2009" dated 20th March 2009. The service providers have so far paid ₹ 8,74,65,000/- (Rupees Eight crores, seventy four lakhs and sixty five thousand only).

TRAI *vide* its Regulations dated 15th October, 2015 has made the financial disincentives more stringent in cases of continuous non-compliance.

TRAI has also notified Telecom Consumer Protection (Ninth) Amendment Regulations, 2015 dated 16th October, 2015 which came into effect from 1st January 2016. It provides that a maximum of 3 call drops per day per subscriber are required to be compensated in favour of the caller by the related service provider at the rate of Re. 1/- per call drop in the given Service Area. Some of the telecommunications service providers and Cellular Operators Association of India (COAI) moved a petition against these Regulations on 9th December, 2015 in High Court of Delhi. In view of the public interest involved, the Court heard the matter on daily basis and the judgment is reserved. TRAI has not taken any coercive action within the scope of these Regulations so far. However, TRAI has expected from the service providers that they would have taken all necessary steps to implement the provision of the Regulations subject to the outcome of the judgment from the Court.

**Results of TRAI's call drop tests**

388. SHRI ANIL DESAI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether results of the telecom regulator's call drop tests are refuted by the telecom operators who have asked TRAI to withdraw the report;