

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY
RAJYA SABHA
QUESTION NO 18.11.2010
ANSWERED ON
CHEATING BY MOBILE OPERATORS .

947

SHRI GOVINDRAO ADIK

Will the Minister of COMMUNICATION AND INFORMATION TECHNOLOGY be pleased to state :-

- (a) whether Government's attention has been drawn towards the cheating by mobile operators on prepaid mobile customers on account of charging unwanted caller tune, jokes, daily horoscope and many other paid service without their knowledge;
- (b) if so, Government's response thereto; and
- (c) the steps taken or proposed to be taken against such cheating mobile operators?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

(SHRI SACHIN PILOT)

- (a) Yes, Sir. Complaints in respect of charging the value added services without explicit consent of the customer have been received against the telecommunication service providers.
- (b) & (c) For addressing complaints relating to charging for value added services not subscribed by the consumers, Telecom Regulatory Authority of India (TRAI) has issued directions on provision of value added services on 3rd May, 2005, 29th August, 2006, 30th October, 2007, 27th April, 2009 and 4th September, 2009. These directions mandate the service providers to obtain explicit consent of consumers before activating value added services and also prescribe the manner in which the explicit consent of the customer is to be obtained before activating value added services.