

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 2263  
TO BE ANSWERED ON 12<sup>TH</sup> MARCH, 2026**

**BARRING OF INCOMING CALLS/SMS SERVICE UPON PLAN EXPIRY**

**2263 SHRI NEERAJ SHEKHAR:**

Will the Minister of Communications be pleased to state:

- (a) whether Government is aware that major telecom service providers completely stop incoming voice calls and SMS after the validity of recharge plan expires, even when the consumer has sufficient balance for incoming services, thereby rendering the mobile number practically unusable for receiving important calls from banks, colleges, hospitals, family, etc;
- (b) whether TRAI regulations permit complete barring of incoming calls/SMS upon plan expiry instead of allowing incoming services to continue for a reasonable grace period; and
- (c) if so, the details thereof?

**ANSWER**

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT  
(DR. PEMMASANI CHANDRA SEKHAR)**

(a) to (c) As per the provisions of TRAI Act 1997, Telecom Regulatory Authority of India (TRAI), an independent regulatory body for telecommunication services, regulates the rates of telecommunication services in the country. As per the existing regulatory tariff framework, tariff for telecommunication service is under forbearance except for services such as National Roaming, Rural Fixed Line Services, Mobile Number portability (MNP) Charges and leased circuits. Subject to compliance with extent regulatory provisions, service providers are free to design and offer tariffs based on their understanding of the market situation and in their best commercial interest. Service providers have the flexibility to decide various tariff components like the rates for different types of calls, SMS, data offers etc. with multiple combinations including charges and validity for different service areas of their operation. Tariffs are offered by service providers taking into account several factors including input costs, level of competition and other commercial considerations.

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