

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1211  
TO BE ANSWERED ON 25<sup>th</sup> JULY, 2018**

**REFUND OF UNSPENT BALANCE OF MOBILE SUBSCRIBERS**

1211. SHRI MALYADRI SRIRAM:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has issued any directive to refund unspent balance of mobile subscribers, in view of discontinuation of its voice services and if so, the details thereof;
- (b) the response of the telecom operators thereto; and
- (c) the number of customers who received their refund along with the amount refunded by the telecom operators?

ANSWER

**THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &  
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS  
(SHRI MANOJ SINHA)**

- (a) Telecom Regulatory Authority of India issued the following Directions to the Service Providers who have recently closed their services / surrendered their license, directing them to refund the unspent balance of mobile subscribers:
  - (i) Directions vide letter No.116-23/2017-NSL-II dated 19<sup>th</sup> January 2018 were issued by TRAI to M/s Reliance Communications Limited and M/s Reliance Telecom Ltd. to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post paid subscribers pursuant to closure of 2G/GSM, CDMA services and discontinuation of voice services in all the licensed services areas.
  - (ii) Direction vide letter No. 116-22/2017-NSL-II dated 23<sup>rd</sup> April 2018 was issued by TRAI to M/s Aircel Ltd. and M/s Dishnet Wireless Ltd., in order to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post paid subscribers pursuant to surrender of License in licensed service areas of Gujarat, Haryana, Himachal Pradesh, Madhya Pradesh, Maharashtra and Uttar Pradesh (West).

(b) & (c) The response of the service providers is as follows:

- (i) M/s Reliance Communications Ltd and M/s Reliance Telecom Ltd have submitted that they are duly refunding to the post-paid subscribers on account of security deposits made by such subscribers in accordance with the extant Regulations. As far as pre-paid subscribers are concerned, M/s RCL & M/s RTL have intimated that they are ready with the process and on-line application to get the authentication and banking details from the pre-paid subscribers to process refund of unspent balance. However, M/s RCL & M/s RTL have submitted that they have entered into the Strategic Debt Restructuring process and are currently under the control of the lenders. No refund has been made to pre-paid subscribers as per information available.
  
- (ii) As far as the subscribers of M/s Aircel are concerned, pursuant to an application filed by the Corporate Debtor(s) before the National Company Law Tribunal (NCLT), Mumbai Bench, in terms of Section 10 of the Insolvency and Bankruptcy Code, 2016 read with the rules and regulations framed thereunder, corporate insolvency resolution process has commenced and the NCLT has appointed an Interim Resolution Professional (IRP) for the Corporate Debtor(s) vide order dated 12<sup>th</sup> March 2018 in respect of M/s Aircel Ltd. The compliance of the Direction dated 23<sup>rd</sup> April 2018 has been sought from the IRP, but the matter is pending with IRP. No refund has been made to pre-paid subscriber as per information available.

\*\*\*\*\*