

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

**LOK SABHA
UNSTARRED QUESTION NO. 3599
TO BE ANSWERED ON 8TH AUGUST, 2018
TOLL FREE NUMBER FACILITY**

†3599. SHRI SANJAY KAKA PATIL:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether any registration charges and monthly fee is paid to BSNL and other Telecom Service Providers (TSPs) for toll free number facility provided by them and to continue this facility and if so, the details thereof;
- (b) the documents required by BSNL and other TSPs for providing the toll free number facility to any Government and Private company;
- (c) whether any fee is charged by BSNL and other TSPs to provide toll free number facility to Government Service like police (100), fire (101) and Ambulance (102) and if so, the details thereof;
- (d) whether any kind of instructions have been given to TRAI in this regard; and
- (e) if so, the details thereof?

ANSWER

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

- (a) No Madam, there is no registration and monthly fee being charged by Telecom Service Providers (TSPs) (including BSNL) for Toll Free Number facility. Department of Telecommunications (DoT) allots toll free numbers to Government agencies. Emergency services (100,101,102,108) are allocated by DoT as non-metered (i.e. toll-free for subscribers to dial these short codes). However, Government agencies (Police/Fire/Ambulance) have to procure a landline/mobile telephone connection from any TSP in order to receive the short code calls and to make calls to the subscribers, for which charges are applied by the TSPs as per the applicable tariff plan (that include monthly rental & usage charges, deposits and processing/installation charges).
- (b) Toll free numbers are only provided to Government agencies for emergency & public utility services. No documents are required by TSPs for providing Toll free services on the orders issued by DoT.
- (c) Telecom Service Providers (TSPs) do not charge any fee for providing toll free number facility for Government services like Police 100, Fire 101 and Ambulance 102.
- (d) & (e) No instructions have been given to TRAI by DoT in this regard.
