

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

**LOK SABHA
UNSTARRED QUESTION NO. 2851
TO BE ANSWERED ON 20TH DECEMBER, 2023**

PENALTY ON TELECOM COMPANIES

†2851. SHRI GOPAL CHINNAYA SHETTY:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Telecom Regulatory Authority of India (TRAI) has taken any decision in October, 2015 to impose penalty on the telecom companies in case of call drops with effect from 01 January, 2016;
- (b) if so, the details thereof;
- (c) the amount of compensation per call drop that has to be paid by the telecom companies for the dropped calls under this new system;
- (d) whether there is also a provision to provide information related to compensation to the consumers by the telecom companies; and
- (e) if so, the details thereof?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS
(SHRI DEVUSINH CHAUHAN)**

(a) to (e) Telecom Regulatory Authority of India (TRAI), issued Telecom Consumers Protection (Ninth Amendment) Regulations on 16.10.2015, which included provisions to impose penalty on the telecom companies in case of call drops.

Hon'ble Supreme Court has set aside the regulations vide Order dated 11th May 2016.
