

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

**LOK SABHA
UNSTARRED QUESTION NO. 2819
TO BE ANSWERED ON 15TH DECEMBER, 2021**

TRAI ACT

2819. SHRI SHANMUGA SUNDARAM K.:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government is having any proposal to amend the Telecom Regulatory Authority of India (TRAI) Act to empower the Authority to implement the penal provisions against the erring service providers like call drop charges, etc.; and
- (b) if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) & (b) As per sections 12 & 13 of the Telecom Regulatory Authority of India (TRAI) Act, 1997, Telecom Regulatory Authority of India (TRAI) is already vested with the powers to call for information, conduct investigations, inspect the books of account or other documents and to issue directions from time to time to service providers. Further, TRAI has issued various regulations to maintain better quality of service. Also, as per section 29 of the TRAI Act, TRAI has power to impose fine for contravention of its directions.
