

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

**LOK SABHA
STARRED QUESTION NO. 53
TO BE ANSWERED ON 20TH JULY, 2022**

PENALTY FOR CALL DROPS

†*53. 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 all telecom companies for call drops with effect from January 1, 2016;
- (b) if so, the details thereof;
- (c) the amount of compensations per call drop which the telecom companies have to pay on call drop under this new system; and
- (d) whether there is also a provision for giving information of compensation to the consumers by the telecom companies and if so, the details thereof?

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS &
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

(a) to (d) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF THE LOK SABHA STARRED QUESTION NO. 53 FOR 20TH JULY, 2022 REGARDING 'PENALTY FOR CALL DROPS'.

(a) to (d) Telecom Regulatory Authority of India (TRAI), vide Telecom Consumers Protection (Ninth Amendment) Regulations, 2015 dated 16.10.2015, mandated that every originating service provider providing Cellular Mobile Telephone Service shall, for each call drop within its network-

- i. credit the account of the calling consumer by one rupee:
Provided that such credit in the account of the calling consumer shall be limited to three dropped calls in a day (00:00:00 hours to 23:59:59 hours);
- ii. provide the calling consumer, through SMS/USSD message, within four hours of the occurrence of call drop, the details of amount credited in his account; and
- iii. in case of post-paid consumers, provide the details of the credit in the next bill.

The service providers and their association filed a writ petition on 09.12.2015 before Hon'ble High Court of Delhi against the afore-mentioned regulations. Hon'ble High Court of Delhi in judgement dated 29.02.2016 upheld the validity of the regulations. Subsequently, the service providers and their association through a special leave petition had appealed before Hon'ble Supreme Court against the judgment of Hon'ble High Court of Delhi. Hon'ble Supreme Court set aside the afore-mentioned regulations vide its order dated 11th May 2016.
