



सत्यमेव जयते

सुधीर गुप्ता

**SUDHIR GUPTA**

सचिव / Secretary

**भारतीय दूरसंचार विनियामक प्राधिकरण**

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
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**TELECOM REGULATORY AUTHORITY OF INDIA**

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D.O. No.9-5/2016-BB&PA

Dated: 9<sup>th</sup> May 2016

**Sub: Recommendations on International Roaming SIM Cards/Global Calling Cards.**

Dear *Sh. Deepak,*

The Authority had received grievances from the consumers who had availed the services of Indian entities having NOC from DoT for sale/rent of International Roaming SIM cards/Global Calling cards in India. The complaints ranged from overcharging, to poor customer care to transparency in tariffs etc. The Authority issued a letter on 19.5.2015 to all companies, who have been issued the NOC by DoT, asking them to respond to a questionnaire seeking details of type of SIM cards marketed, consumer grievance redressal mechanism etc. Out of the 38 companies listed on DoT's website as on 17.4.2015, response was received from 17 operators.

2. After analyzing the response received from these companies and taking into account the grievances of the consumers, the Authority has finalized its suo motu Recommendations on "Sale/Rent of International Roaming SIM Cards/Global Calling Cards of foreign operators in India" in the interest of the consumer. The Authority's Recommendations are enclosed herewith.

3. In keeping with practice, a copy of this letter, along with the Recommendations, is being placed on the website of TRAI ([www.traigov.in](http://www.traigov.in)).

This letter issues with the approval of the Authority.

*with Regards,*

Yours sincerely,

Encl: as above

**Shri J. S. Deepak,**

Secretary,

Department of Telecommunications,  
Sanchar Bhawan, 20, Ashoka Road,

**New Delhi - 110 001.**

*(Sudhir Gupta)*