

Information note to the Press (Press Release No. 120/2019)

TELECOM REGULATORY AUTHORITY OF INDIA

TRAI releases Consultation Paper on “Transparency in Publishing of Tariff Offers”

New Delhi, the 27th November, 2019: The Telecom Regulatory Authority of India (TRAI) has today released a Consultation Paper on “Transparency in Publishing of Tariff Offers”.

2. Given the explosive growth and scale of sweeping changes seen in the last three decades, it is to state the obvious that the telecom service sector is dynamic. The dynamism gets exemplified in fast changing landscape as regards various operational aspects viz., the nature and composition of tariffs, frequency of changes in tariff, the preferred modes of communication and along with paradigm shift in the modern age communication. Typically, in the marketplace, consumer faces situation of lack of information, misleading information, unclear or hard to find information and information difficult to assess and compare which affects their ability to make informed choice which best serves their needs. Therefore, the need for transparent sharing of complete set of information relating, *inter-alia*, to tariff i.e. “rate and related conditions for provision of service”, to protect consumer interests between Telecom Service Providers and customers need no over-emphasis. At the core of consumer protection lies the aspect of transparency in communication of conditions of provision of goods or service.

3. Further, the TRAI has been intermittently receiving a significant number of complaints from the individual consumers which though varied in nature can surely be said to be rooted in lack of transparency in disclosure of tariff information.

4. Therefore, it is felt that a comprehensive review of extant provisions aimed at transparency relating to flow of information from telecom service providers to consumers is essential. Accordingly, this Consultation Paper has been issued with the objective of

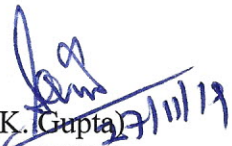


empowering consumers by making available all relevant information to them and to eliminate the instances of adverse choices made by consumers. The scope of the present consultation paper is limited to review of transparency requirements in communication of tariff offers by the service providers to the subscribers.

5. As part of the consultative process, the Consultation Paper has been uploaded on the TRAI website. Written comments on the consultation paper are invited from the stakeholders by 26th December 2019. Counter-comments, if any, may be submitted by 9th January 2020. The comments and counter-comments, if any, may be sent, preferably in electronic form, on the e-mail address advfea1@traigov.in. Comments and counter-comments will be posted in TRAI's website www.traigov.in

6. For any clarification/information, Shri Kaushal Kishore, Advisor (Finance & Economic Analysis) may be contacted at Tel. No.: +91-11-23230752/23236650 (Fax).

7. The full text of the consultation paper is available on TRAI's website www.traigov.in


(S.K. Gupta)
Secretary (TRAI)
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