

**Information note to the Press (Press Release No. 91 /2012)**

**For Immediate release**

**TELECOM REGULATORY AUTHORITY OF INDIA**

Website: [www.trai.gov.in](http://www.trai.gov.in)

**TRAI issues Regulations on the Quality of Service and Consumers Complaint Redressal Mechanism for the Digital Addressable Cable TV Systems (DAS). An amendment to the existing Interconnection Regulations, 2012 for DAS has also been issued.**

**Delhi, 14th May 2012**– TRAI today has issued the Regulations on the Quality of Service and Consumer's Complaint Redressal mechanism for the Digital Addressable Cable TV Systems. An amendment to the existing interconnection Regulations, 2012 for Digital Addressable Cable Television Systems has also been issued.

A. The Salient features of the Quality of service (QoS) Regulations are:

- (a) A standard application form giving all details to be used for providing services such as connection, disconnection, shifting and return of set top box etc.
- (b) Prior notice of a minimum of 15 days to be given for disconnection of services to the consumer. Similarly, the consumer to give prior notice of minimum 15 days for making request for disconnection.
- (c) No charges, other than rentals for STB to be charged, in case the connection is suspended on the request of the consumer for a period of minimum one month to maximum three months.
- (d) Operators to publish a manual of practice and also provide it to the consumer at the time of enrolment. The Manual of practice should be in the language of the state where the cable services are provided apart from Hindi and English.
- (e) Consumer complaints to be responded within 8 hours.
- (f) In case consumer is not satisfied with the redressal of his complaints through Complaint Centre, he can approach the nodal officer of the operator.
- (g) Every multi-system operator to offer cable TV services with both pre-paid and post-paid payment options and be responsible for generation of bills to the consumers.

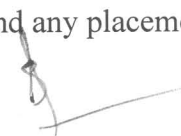


- (h) Operators to offer three schemes for set top boxes to the consumers namely outright purchase, hire purchase and rental.
- (i) Minimum warranty of one year to be provided for set top boxes acquired by the consumer under outright purchase scheme.
- (j) The security deposit for the set top boxes to be refunded within seven days of surrender of the set top box by the consumer.
- (k) Every multi-system operator to have a website giving details of services being offered, rates of services being offered.
- (l) Multi-system operators and the cable TV operators to conduct public awareness campaign about the salient features of the provisions of these regulations.

B. The salient features of the Consumers Complaint Redressal mechanism are:

- (a) Every multi-system operator or his linked local cable operator, before providing the services, to establish a complaint centre in his service area for redressal of complaints and addressing service requests of consumers.
- (b) The consumer care number has to be toll free and to be widely publicised.
- (c) Every multi-system operator or his linked local cable operator to establish a web based complaint monitoring system to enable the consumers to monitor the status of their complaints.
- (d) Every multi-system operator or his linked local cable operator to appoint or designate one or more nodal officers in every state in which it is providing its services.
- (e) Multi-system operators or his linked cable operator has to publish a consumer's charter for Digital Addressable Cable TV systems providing all necessary details with respect to the services being provided by them.

C. The salient features of the amendment to the Interconnection Regulations dated 30<sup>th</sup> April 2012, applicable for Digital Addressable Cable TV Systems are:


- (a) Multi-system operator not to demand any placement fee from the broadcaster.
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- (b) The Reference Interconnect Offer of a multi-system operator submitted to the Authority to contain the basis on which the carriage fee payable by the broadcaster has been determined.
- (c) Every broadcaster to declare the genre of its channels which may be either News and Current Affairs or Infotainment or Sports or Kids or Music or Lifestyle or Movies or Religious/Devotional or General Entertainment (Hindi) or General Entertainment (English) or General Entertainment (regional language).
- (d) Every multi-system operator to display, in his Electronic Programme Guide, all the channels offered by him, in the same genre in which a particular channel has been indicated by the broadcaster and one channel shall appear in only one genre.

Details of the Regulations are available on TRAI website: [www.trai.gov.in](http://www.trai.gov.in).

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