

F.No. 302-22/2012-QoS
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhavan, J.L.N. Marg, New Delhi-110002

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Dated: 16th May 2013

ORDER

Sub: Implementation of the Quality of Service (Code of Practice for Metering and Billing Accuracy) (Amendment) Regulations, 2013 (4 of 2013) dated the 25th March, 2013

F.No.302-22/2012-QOS---- Whereas the Telecom Regulatory Authority of India (hereinafter referred as the Authority), established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act), has been entrusted with discharge of certain functions, *inter alia*, to regulate the telecommunication services, ensure technical compatibility and effective inter-connection between different service providers, lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunications service;

2. And whereas the Authority has, in exercise of its power conferred by section 36, read with sub-clauses (i) and (v) of clause (b) and clause (d) of sub-section (1) of section 11, of TRAI Act, made the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006 (5 of 2006) dated the 21st March, 2006 (hereinafter referred to as the metering and billing regulation), providing for annual audit of the metering and billing system of the service providers, including compliance with the Code of Practice for metering and billing accuracy laid down in Annexure-1, through one of the auditors from the panel of auditors to be notified by the Authority and submission of audit report and action taken report by the prescribed date;

3. And whereas the Authority has, in exercise of its power conferred by section 36, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of TRAI Act, made the Quality of Service (Code of Practice for Metering and Billing Accuracy) (Amendment) Regulations, 2013 (4 of 2013) dated the 25th March, 2013, amending the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 (5 of 2006) dated the 21st March, 2006;

4. And whereas sub-regulation (5) of regulation 6A of the metering and billing regulation provides that every service provider shall submit to the Authority by the 31st July of every year in which audit of their metering and billing system is completed, an audit report certified by the auditor separately, for Basic Telephone Service (wireline) and Cellular Mobile Telephone Service, for each service area, in such format as the Authority may specify, from time to time, by an order;

5. And whereas sub-regulation (6) of regulation 6A of the metering and billing regulation provides that every service provider shall submit to the Authority by the 15th November of every year, an action taken report on each audit observation containing therein the details of the action taken on such observations, in such format, as may be specified by the Authority, from time to time, by an order and such details shall include----

- (a) reasons for occurrence of the problem;
- (b) date of occurrence of the problem;
- (c) date of rectification of the problem;
- (d) action taken to address the problem;
- (e) number of customers affected in respect of cases where overcharging was observed by the auditor and total amount involved;
- (f) number of customers under item (e) to whom refunds were made within the time limit specified under sub-regulation (3) and total amount so refunded;
- (g) number of customers to whom refunds were made beyond the time limit specified under sub-regulation (3) and the total amount so refunded; and
- (h) number of customers to whom refunds could not be made and total amount which could not be refunded;

6. NOW, THEREFORE, in exercise of power conferred by sub-regulation (5) and sub-regulation (6) of regulation 6A of the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006 (5 of 2006), the Authority hereby specifies the following formats, annexed to this Order:-

- (a) the format number TRAI/M&B Audit /1 for submitting, by the 31st July of every year, the audit report referred to in sub-regulation (5); and;
- (b) the format number TRAI/M&B Audit /2 for submitting, by the 15th November of every year, the action taken report referred to in sub-regulation (6),----

of regulation 6A of the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006 (5 of 2006).

(A. Robert J. Ravi)
Advisor (CA&QOS)

To

- 1. All Access Service Providers.
- 2. Bharat Sanchar Nigam Ltd.
- 3. Mahanagar Telephone Nigam Ltd.

Copy to:

- 1. All empanelled auditors of metering and billing system.
- 2. COAI
- 3. AUSPI.

(h) Post paid plans available at the beginning of each Quarter:

Quarter-1		Quarter-2		Quarter-3		Quarter-4	
Plan	No. of customers	Plan	No. of customers	Plan	No. of customers	Plan	No. of customers

(i) Post paid plans selected for audit in each Quarter from out of the post paid plans available at the beginning of each Quarter:

Quarter-1			Quarter-2		Quarter-3		Quarter-4	
S. No.	Plan selected	Sample size	Plan selected	Sample size	Plan selected	Sample size	Plan selected	Sample size
1								
2								

(j) Post paid plans launched during each Quarter selected for audit:

Quarter-1		Quarter-2		Quarter-3		Quarter-4	
S. No.	Plan selected	Plan selected	Plan selected	Plan selected	Plan selected	Plan selected	Plan selected
1							
2							

(k) Post paid data plans available at the beginning of each Quarter:

Quarter-1		Quarter-2		Quarter-3		Quarter-4	
Data Plan	No. of customers	Data Plan	No. of customers	Data Plan	No. of customers	Data Plan	No. of customers

(l) Post paid data plans selected for audit in each Quarter from out of the data plans available at the beginning of each Quarter:

Quarter-1			Quarter-2		Quarter-3		Quarter-4	
S. No.	Data Plan selected	Sample size	Data Plan selected	Sample size	Data Plan selected	Sample size	Data Plan selected	Sample size
1								
2								

(m) Other observations on tariff plan selection, selection of samples, provision of CDRs by service provider etc. :

4. Comment on clarity/transparency in respect of bill presentation to the customers.
5. Report whether the service provider meet the defined levels of accuracy vis-à-vis the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006.

6. Certificate that the Auditor has received all information and explanation from the service provider, necessary for the purpose of audit. In case of any deficiency on the part of the service provider, comment on that.
7. Comment about the authenticity of the information received from the service provider for carrying out the audit.
8. Audit observations on each item in Table A and Table B of the Checklist of Audit:

Item No.	Quarter	Description of item	Audit observation	Category	Auditee comments	Remarks
1	2	3	4	5	6	7

Note-1: Item No. means Item No. of the Checklist for Audit.

Note-2: Quarter denotes the Quarter in which the test cases or verifications were undertaken.

Note-3: The observation shall contain details of test cases undertaken (detailed test report can be enclosed as Annexure) and reasons/cause for occurrence of deficiency.

Note-4: The auditee comments shall contain service provider's views on audit observations; date of occurrence and date of rectification of the problem; time frame agreed with the auditor for taking action; action taken, if any; details, if any, relating to number of customers affected, amount involved, number of customers to whom refunds were made and amount involved, number of customers to whom refunds could not be made and amount involved.

Note-5: Remarks column may contain auditor's observations on the comments of the auditee.

9. A certificate of compliance with reference to Guidelines for audit and the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 dated 21.03.2006 as amended by the Quality of Service (Code of Practice for Metering and Billing Accuracy) (Amendment) Regulations, 2013 dated 25.03.2013.
10. Verification report on action taken by the service provider on each item of the previous year's action taken report:

Item No.	Description of item	Audit observation	Category	Action taken as per action taken report	Observations on verification of action taken

Format for Action Taken Report
Action Taken Report for ----- Service in -----Service Area for the
year -----

(Indicate service, service area and year of audit)

1. Preliminary Sheet:

Sr. No.	Particulars	
11.	Name of Service Provider	
12.	Name of Licensed service Area	
13.	Licence No.	
14.	Service covered under action taken report (Basic services, Cellular Mobile services (GSM & CDMA) separately)	
15.	Year of audit	
16.	Details of auditor who had done the auditing	
17.	Details of billing centres	
18.	Software Application(s) used for metering & billing functions (also specify the version)	
19.	Switches(also specify the version)	
20.	Date of certification of the audit report by the auditor	
21.	Date of completion of action taken on audit observations	

1. Observations on the comments of the auditor on Clarity/transparency in respect of bill presentation to the customers (item 4 of the audit report).

2. Observations on the report of the auditor as to whether the service provider meets the defined levels of accuracy vis-à-vis the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 (item 5 of the audit report).

3. Observations on the comments of the auditor, if any, on deficiency on the part of the service provider in providing information and explanation (item 6 of the audit report).

4. Observations on the comments of the auditor on the authenticity of the information received from the service provider for carrying out the audit (item 7 of the audit report).

5. Action taken on audit observations on each item in Table A and Table B of the Checklist of Audit (as per item 8 of the audit report):

Table (indicate A or B)

1. Item No.		
2. Quarter		
3. Description of item		
4. Audit observation		
5. Category		
6. Reasons for occurrence of the problem, and		
7. Date of occurrence of the problem		
8. Date of rectification of the problem		
9. Action taken to address the problem		
10. Number of customers affected by overcharging and the total amount involved	No. of customers	Total amount involved
11. Number of customers to whom refunds were made within two months of reporting of overcharging by the auditor and total amount so refunded	No. of customers	Total amount involved
12. Number of customers to whom refunds were made beyond two months of reporting of overcharging by the auditor and total amount so refunded	No. of customers	Total amount involved
13. Number of customers to whom refunds could not be made and total amount which could not be refunded	No. of customers	Total amount involved

6. Observations on the certificate of compliance given by the auditor (item 9 of the audit report)

Place: (Name of the representative of the service provider)
 Date: Designation