



TELECOM REGULATORY AUTHORITY OF INDIA



NEWSLETTER: Vol. VII/2016

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Newsletter for Consumer Advocacy Groups (CAGs)

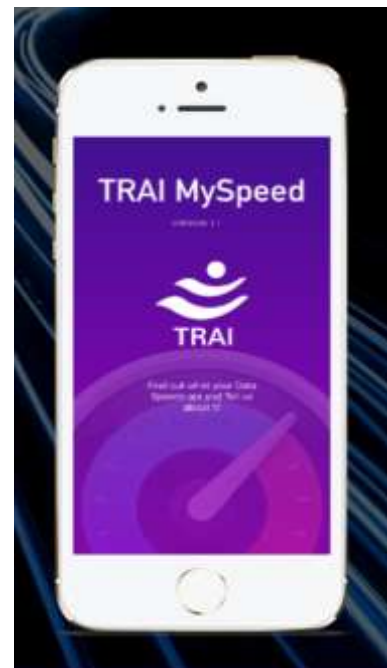
This newsletter brings you the information and developments that have taken place during the month of July, 2016.

1. TRAI launches Mobile App “TRAI My Speed” – Consumers can now check their Wireless Data Speeds

TRAI launched a mobile app “TRAI Myspeed” App on 5th July, 2016. Using this App, consumers can check their wireless data speeds, upload and download.

The App also measures network delay and packet loss. The App has provision for consumers to share their data experience with TRAI.

This consumer friendly App can be downloaded free of cost from “Mobile Sewa” App Store and “Google Play Store”.



2. TRAI Hackathon for complaint handling Mechanism on 9th-10th July, 2016:

TRAI hosted a “36- hour Hackathon” on 9-10th July, 2016 at Bangalore seeking technology based solutions for the broadening issue of telecom complaint handling in India. TRAI sought ideas, challenges and alternatives that would enable the telecom industry to resolve consumer related issues using technology.



The event saw avid participation of 17 teams of software developers and data analysts. The event brought highly skilled software developers together to develop solutions to manage the complaints of telecom subscribers across the country and to improve overall customer experience. The solutions developed by the teams were evaluated by an expert judging panel and top four teams were awarded cash prizes of Rs. 1 lac, Rs. 50, 000, Rs. 30,000 and Rs 20,000 respectively.



The concepts and technological solutions emerged from the Hackathon are under process with the objective of designing an efficient consumer complaint redressal system.



Hackathon Winning Teams

Recommendations:

1. Recommendations on “Valuation and Reserve Price of Spectrum in the 700 MHz, 800 MHz, 900 MHz, 1800MHz, 2100MHz, 2300MHz and 2500 MHz bands”

The Authority had sent its recommendations on “Valuation and Reserve Price of Spectrum in the 700 MHz, 800 MHz, 900 MHz, 1800MHz, 2100MHz, 2300MHz and 2500 MHz bands” to DoT on 27th January, 2016.

Some of these recommendations, including spectrum usage charges, were referred back to the Authority by the DoT vide letter dated 1st April, 2016 for clarification/reconsideration. The Authority had its response to DoT on 18th April, 2016.

On 24th June, 2016 DoT again referred back the recommendations on spectrum usage charges to the Authority in the backdrop of events that took place subsequent to the Authority’s response of 18th April, 2016 and other related facts.

After considering the relevant facts, the Authority has furnished response to the Government on 12th July, 2016.

Regulations :

1. Draft Telecom Consumers Protection (Tenth Amendment) regulations (TCPR), 2016 for comments of the stakeholders on longer validity for data packs (i.e. Special Tariff Vouchers with only data benefits).

TRAI released a draft Telecom Consumers Protection (Tenth Amendment) regulations (TCPR), 2016 for comments of the stakeholders on longer validity for data-packs (i.e. Special Tariff Vouchers with data benefits only) on 05.07.2016. This amendment proposes increasing the validity of STVs with exclusive data benefits to 365 days instead of 90 days being allowed presently.

Consultation Papers:

I) Consultation Paper on “Complaints/Grievance Redressal in Telecom Sector” dated 28th July, 2016

TRAI has issued a Consultation Paper on “Complaints/Grievance Redressal in Telecom Sector” on 28th July, 2016. The Consultation Paper revisits the issue of redressal of individual consumer complaints and grievances in the telecom sector, which have grown rapidly in the last decade. The Paper presents an overview of the existing telecom consumer grievance handling mechanism and its efficacy; the mechanisms in place in other countries and in other sectors of similar size in India, and its impact; and the problem areas. The Paper seeks views, opinions and comments from stakeholders for possible options/alternatives on an efficient and cost-effective system for resolution of consumer complaints. The last date for receiving comments is 8th September, 2016. The comments can be sent by email at cacommentstrai@gmail.com

II) Consultation Paper on “Proliferation of Broadband through Public Wi-Fi Networks” dated 13th July, 2016

The growth of Internet penetration in India and realization of its full potential is closely tied to the proliferation of broadband services. WLANs created using Wi-Fi technology can be used for extending the "last-mile connectivity" of broadband connections to a wider segment of users. Wi-Fi networks can offer affordable, scalable and versatile technologies that can facilitate the spread of Internet access in rural and urban areas alike. It is felt that Wi-Fi hotspots can be proliferated in every nook and corner of the country and it should be possible to set up such hotspots by shop owners and unemployed youths.

The objective of the Consultation Paper (CP) is to examine the need of encouraging public Wi-Fi networks in the country from a public policy point of view, discuss the issues in its proliferation and find out solutions for the same. The CP raises the issues of various regulatory/licensing or policy measures required to encourage ubiquitous city-wide Wi-Fi networks as well as expansion of Wi-Fi networks in remote or rural areas. The CP also touches upon interoperability between the Wi-Fi networks of different service providers as also between cellular and Wi-Fi networks, frequency bands, payment and authentication procedure to access Wi-Fi.

Open House Discussions/Interactions

1. Open House Discussions on the consultation paper on ‘Issues related to Quality of Services in Digital Addressable Systems and Consumer Protection’

Open House Discussion (OHD) on the consultation paper on ‘Issues related to Quality of Services in Digital Addressable Systems and Consumer Protection’ was held on 28.07.2016 at India International Centre, New Delhi.

2. Open House Discussions (OHD) on the consultation paper on ‘Interconnection framework for Broadcasting TV Services distributed through Addressable Systems’

Open House Discussions on the consultation paper on ‘Interconnection framework for Broadcasting TV Services distributed through Addressable

Systems' was held on 13.07.2016 at PHD Chambers of Commerce & Industry, New Delhi.

3. Interaction with 'Multi System Operator' and 'Local Cable Operators'

- The 1st interaction with 'Multi System Operator' and 'Local Cable Operators' was held on 15.06.2016 at Bangalore
- The 2nd interaction with 'Multi System Operator' and 'Local Cable Operators' was held on 27.07.2016 at Lucknow

Other Information:

1. Telecom Subscription Data as on 31st May, 2016:

Particulars	No. of Wireless subscribers (in Millions)	No. of Wire-line Subscribers (in Millions)	No. of Total subscribers (Wireless + Wire-line) (in Millions)
Urban Subscription	584.25	20.73	604.98
Rural Subscription	448.90	4.15	453.05
Total Subscription	1033.16	24.87	1058.03
Overall Tele-density	81.18	1.95	83.14
Share of Urban Subscription	56.55%	83.32%	57.18%
Share of Rural Subscription	43.45%	16.68%	42.82%
No.of Broadband Subscribers	142.60	17.16	159.76

Active wireless subscribers on the date of Peak VLR in May, 2016 were 932.51 million.

In the month of May 2016, 5.23 million requests have been made for MNP. So far 219.27 million consumers have availed MNP facility.

TRAI EVENTS:

1. Consumer Outreach Programmes:

TRAI organized 6 Consumer Outreach Programmes in the month of July at the following places:

Lalitpur (Uttar Pradesh)	19.07.2016
Siddipet (Telangana)	21.07.2016
Tinsukia (Assam)	28.07.2016
Bidar(Karnataka)	28.07.2016
Panipat (Haryana)	29.07.2016
Kodaikanal (Tamil Nadu)	29.07.2016

PHOTO GALLERY

TRAI Interactions with Consumers/Consumer Groups



CoP at Lalitpur, Uttar Pradesh held on 19.07.2016



CoP at Siddipet, Telangana held on 21.07.2016



CoP at Tinsukia, Assam held on 28.07.2016



CoP at Bidar, Karnataka held on 28.7.2016



CoP at Panipat, Haryana held on 29.07.2016



CoP at Kodaikanal, Tamil Nadu held on 29.07.2016

Full details of the Directions/Orders, Consultation Paper, Subscription Data, etc as mentioned in this newsletter are available on our website www.trai.gov.in

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