



# TELECOM REGULATORY AUTHORITY OF INDIA



## E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS FOR JUNE, 2019



**Dr. R.S. Sharma, Chairman, TRAI having a bi-lateral meeting with H.E. Mr. Leonid Yevdochenko, Chairman, State Service of Special Communications & Information Protection, Ukraine & Head of Communications Administration, Ukraine at the sidelines of ITU Workshop at Ukraine on 14.05.2019**

## 1. Directions

### **a) Direction to Direct To Home (DTH) Operators:**

1. The Authority directed M/s Tata Sky Ltd, M/s Sun Direct TV Ltd, M/s Independent TV Ltd and M/s Dish TV India Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services issued on 01.05.2019 and submit compliance of the following issues:-
  - Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber himself opts out of it or the validity of the long term plan expires, whichever is earlier;
  - Reinstate to earlier long term plans with original validity date the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
  - Submit compliance to regulation 17 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 within seven (07) days from the date of issue of this direction.

### **b) Direction to Multiple System Operators (MSOs):**

1. The Authority directed M/s Multi Reach Media Pvt Ltd, M/s GTPL Kolkata Cable & Broadband Pariseva Ltd., M/s Digicablecomm Services Pvt. Ltd, M/s Barasat Cable TV Network Pvt. Ltd., M/s Bhorer Alo Cable & Broadband Pvt. Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services (issued on 03.05.2019) and submit compliance by resolving the following issues: -
  - The said DPO is not offering subscriber corner facility in their website.
  - The call centre of the DPO does not support IVRS.
  - The said DPO is not publishing STB schemes on their website.
  - Customer care programming service is yet to be offered by the DPO.
  - The said DPO is forcefully offering a bouquet of free-to-air channels with no choice to subscribers.
  - Subscribers are not able to choose any channel of their choice in BST.

2. The Authority directed M/s Ganapati Cable, M/s Citi Cable Net (CCN Digital India) M/s Chetak Cable Network and M/s M.C. Transmission to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services (issued to M/s Ganapati Cable on 03.05.2019 and rest on 22.05.2019) and submit compliance by resolving the following issue: -
- Authority on inspection of MSOs observed partial functionality of website, non-availability of customer care centre and toll-free number and non-functionality of customer care channel in violation of the provisions of the QoS regulations, 2017.

## 2. Consultation Papers

### **2.1 TRAI issued a Consultation paper on review of the Regulatory Framework for Interconnection – issued on 30<sup>th</sup> May, 2019.**

- (i) Interconnection is the lifeline of telecommunication services. Subscribers of telecommunication services cannot communicate with each other or connect with services they require unless necessary interconnection arrangements are in place. Availability of effective and expeditious interconnection plays an important role in the growth of the telecommunication services sector. In order to ensure that interconnection arrangements are finalized in timely manner, a number of issues are required to be agreed upon by TSPs or determined by the sector regulator.
- (ii) TRAI had issued “The Telecommunication Interconnection Regulation, 2018 (1 of 2018)” dtd 01.01.2018 on Interconnection agreement, bank Guarantee, provisioning & augmentation of port at POIs, interconnection charges, disconnection of POIs and financial disincentive on interconnection matters. However, on the issue of review of the level of Interconnection, the Authority has observed that there is a need for further deliberations. The Consultation paper is proposed to address the issue of fixed to fixed Point of Interconnection.

The comments were invited from the stakeholders by 27.06.2019 and counter comments by 11.07.2019, and the date have been extended upto 04.07.2019 and 18.07.2019 respectively.

## **2.2 Open House Discussion on the Consultation Paper on “Review of Per Port Transaction Charge and other related charges for Mobile Number Portability”**

An Open House Discussion (OHD) on Consultation Paper on “Review of Per Port Transaction Charge and other related charges for Mobile Number Portability” was held on 27<sup>th</sup> May 2019 at TRAI Headquarter, New Delhi

## **2.3 Open House Discussion on the Consultation Paper on “Review of Television Audience Measurement and Ratings in India”**

An Open House Discussion (OHD) on Consultation Paper on “Review of Television Audience Measurement and Ratings in India” was held on 31<sup>st</sup> May 2019 (Friday) at TRAI Headquarter, New Delhi.

## **2.4 Open House Discussion on the Consultation Paper on “Regulatory Framework for Over-The-Top (OTT) communication services”**

An Open House Discussion (OHD) on Consultation Paper on “Regulatory Framework for Over-The-Top (OTT) communication services” was held on 20<sup>th</sup> May 2019 at TRAI Headquarter, New Delhi.



## **3. Press Release**

### **3.1 Press Release on ‘TRAI’ Conducts 1st Workshop on Achieving Set-Top-Box (STB) Interoperability through Downloadable Conditional Access System (CAS)’ issued on 09.05.2019.**

Telecom Regulatory Authority of India (TRAI), conducted a workshop to discuss the Downloadable CAS based solution to implement STB interoperability today at TRAI Headquarters.

There are few possible solutions for achieving interoperability in unidirectional broadcast network. This includes a smart-card based solution designed by C-DOT. Another solution, using a simul-crypt allowing downloadable-CAS has now been proposed. The Authority is working with system integrators, SOC vendors, CAS providers and other stakeholders for technical discussions. After detailed consultations, a Proof-of-Concept (POC) testing of the proposed solution will be arranged.

The workshop was attended by more than 60 participants representing leading Broadcasters, Direct To Home (DTH) operators, Multi Systems Operators (MSOs), SOC vendors, CAS suppliers, STB manufacturers and System Integrators. TRAI will further deliberate with the stakeholders to identify the gaps, if any, in the proposed solution before taking up the Proof-of-Concept testing. The Authority expects that involvement and support of all the industry stakeholders will help in developing the acceptable solution for STB interoperability by the year end.

## 4. Other Information

### 4.1 Telecom Subscription Data as on 30<sup>th</sup> April, 2019.

Particulars	Wireless	Wireline	Total (Wireless + Wire-line)
Urban Telephone subscribers (Millions)	652.35	18.52	670.86
Rural Telephone subscribers (Millions)	509.95	2.96	512.91
Total Telephone subscribers (Millions)	1162.30	21.47	1183.77
Overall Tele-density (%)	88.42	1.63	90.05
Share of Urban Subscription (%)	56.13%	86.23%	56.67%
Share of Rural Subscription (%)	43.87%	13.77%	43.33%
No. of Broadband Subscribers (Million)	553.54	18.41	571.95

Active wireless subscribers on the date of Peak VLR in April 2019 were 999.68 million.

In the month of April, 2019, 4.57 million subscriber requests were made for MNP. Till the end of April, 2019, a total of 432.97 million consumers have availed MNP facility since its implementation.



## 5. EVENTS

### 5.1 Regional Workshop on Capacity Building of Consumer Advocacy Groups

One of important objectives of TRAI is to safeguard consumer interests and create consumer awareness. Towards this objective, TRAI has instituted a system of registration of consumer organizations as Consumer Advocacy Groups (CAGs). These CAGs act as interlocutors between consumers, Telecom Service Providers (TSPs), coordinate/articulate consumer responses to TRAI initiatives towards consumer education and work for protection and propagation of consumer interests. Thus, CAGs are important partners of TRAI in its constant endeavor to safeguard consumer interests. It is thus necessary that the CAGs are well equipped and trained so that they can perform this role efficiently. Keeping this purpose in mind, TRAI conducted a “Regional Workshop on Capacity Building of Consumer Advocacy Groups” at **Pasighat (Arunachal Pradesh)** on **31.05.2019**.

2. The programme comprised two sessions. In the forenoon session- which was attended by CAGs representing of Bihar, Jharkhand, West Bengal and North-Eastern states and Telecom Service Providers (TSPs) operating in these licensed service areas (LSAs)- deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances, efforts being made by CAGs and TSPs in enhancing consumer education about different TRAI regulations, directions and orders particularly about the rights granted to consumers under these regulations, directions and orders. While CAGs shared their experiences and informed about the issues being faced by consumers in their respective areas, TSPs apprised of the efforts being made by them in this direction.

3. In the afternoon session, which was attended by CAGs and representatives of TSPs, participants were educated about important features of the new broadcasting and cable TV framework. It was informed as to how the new framework gives complete choice to consumers to choose what they want to view and pay accordingly thus enabling them to fully control their bill. Various other consumer centric provisions of the framework like service provider developing/creating 'web based complaint management system', 'consumer corner', 'subscriber corner' and consumer information channel-999 on their website/platforms alongwith the efforts made by TRAI to facilitate consumers, like TRAI call centre and media campaign undertaken by it to facilitate consumers, were also highlighted.

Through another presentation the audience was educated about the new amendments made in the regulations on Mobile Number Portability (MNP) and the unsolicited commercial communications (UCC). Further, the audience was apprised about the steps taken to enhance consumer awareness and proposed activities on consumer education for 2019-20.



**Regional Workshop on Capacity Building of Consumer Advocacy Groups at Pasighat (Arunachal Pradesh) on 31.05.2019**



**5.2 The following Consumer Outreach Programmes were organised during the month of May, 2019**

1.	Ghaziabad (Uttar Pradesh)	02.05.2019
2.	Narnaul (Haryana)	09.05.2019
3.	Bareilly, Distt Raisen (Madhya Pradesh)	10.05.2019
4.	Dungarpur (Rajasthan)	16.05.2019
5.	Kawardha (Chhattisgarh)	21.05.2019
6.	Leh (Jammu & Kashmir)	27.05.2019
7.	Nalbari (Assam)	31.05.2019



**CoP at Ghaziabad (Uttar Pradesh) held on 02.05.2019**



**CoP at Narnaul (Haryana) held on 09.05.2019**



**CoP at Bareilly, Distt Raisen (Madhya Pradesh) held on 10.05.2019**



**CoP at Dungarpur, (Rajasthan) held on 16.05.2019**



**CoP at Kawardha (Chhattisgarh) held on 21.05.2019**





**CoP at Leh (Jammu & Kashmir) held on 27.05.2019**



**CoP at Nalbari (Assam) held on 31.05.2019**

***Full details of the Directions/Orders, Consultation Paper/Report, Subscription Data, etc mentioned in this newsletter are available on TRAI website***

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

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