



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार /Government of India



Date: 3rd April, 2019

DIRECTION

Subject: Direction under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act 1997 (24 of 1997), on Publication of Tariffs – reg.

No. 312-4/2018-F&EA – Whereas the Telecom Regulatory Authority of India (hereinafter referred to 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 as the TRAI Act, 1997) has been entrusted with discharge of certain functions, *inter-alia*, to ensure compliance of terms and conditions of licence; regulate telecommunication services; lay down the standards of quality of service; protect the interests of service providers and consumers of the telecom sector etc.

2. And whereas, in order to maintain the prime objective of transparency in tariffs of telecommunication services, the Authority, vide its Direction No. 301-14/2010-ER dated 16th January, 2012, *inter-alia*, directed all the telecom access service providers,

(i) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for post-paid subscribers in the format 'A' at Annex-I and make available such tariff plans in the format 'A' to the subscriber at the Customer Care Centres, the points of sale, retail outlets and on the website of the telecom access service provider;

(ii) to publish, service area wise, within fifteen days of the date of issue of this Direction, all tariff plans for post-paid subscribers in the format 'B' at Annex-II and make available such tariff plans in the format 'B' to the subscriber at the Customer Care Centres, the points of sale, retail outlets and on the website of the telecom access service provider;

(iii) to ensure that the tariff plans published in formats 'A' and 'B' referred to in sub-paras (i) and (ii) above, are updated on the website and Customer Care Centre of the service provider every time there is a change in any of the tariff plans and make available the updated tariff plans in formats 'A' and 'B', by 7th day of January, April, July and October at their points of sale and retail outlets;

(iv) to publish, within thirty days of the date of the issue of this Direction, all tariff plans in the respective formats 'A' and 'B' along with the address of the website and the contact details of Customer Care Centres at least in one regional language newspaper of the service area and one English newspaper and repeat such publication at an interval of not more than six months; and

(v) to confirm to the Authority the fact of the publications, as directed at sub-para (iv) above along with the dates and names of the newspapers, within fifteen days of such publication;

3. And whereas, a committee was formed, comprising of officers of TRAI and representatives of telecom service providers and their associations, to identify infructuous/redundant regulations, which could be deleted and the committee discussed various aspects of the TRAI's Direction No.301-14/2010-ER dated 16th January, 2012 mandating publication of tariff plans in newspapers;

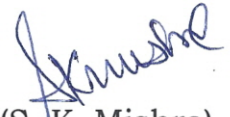
4. And whereas, the committee recommended removal of the mandate of publishing information in national and vernacular language newspaper after every six months as telecom service providers have started providing all the information regarding their products on their respective website and mobile applications;

5. And whereas, during the process of consultation and open house discussion on the Consultation Paper titled 'Regulatory Principles of Tariff Assessment' issued on 17th February, 2017, telecom service providers suggested that the Authority may discontinue the practice of publication of tariffs in newspapers as the same does not serve the purpose as the tariff plans are dynamic and need to be seen along with Special Tariff Vouchers (STVs)/Combo Vouchers (CVs)/Promotional offers in case of prepaid service and add-ons/promotional offers in case of postpaid service;



6. And whereas, the Authority considered the views of stakeholders during the consultation process referred in para 5 above and also the recommendations of the committee referred in para 4 above and has decided to discontinue the requirement of publication of tariff plans in newspapers;

7. Now, therefore, in exercise of the power conferred upon it under Section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997, the Authority hereby, withdraws clauses 7(iv) and 7(v) of the Direction No.301-14/2010-ER dated 16th January, 2012. All other clauses from 7(i) to 7(iii) of the said direction would continue to remain in force.



(S. K. Mishra)
Pr. Advisor (F&EA)

To,
All Telecom Access Service Providers