

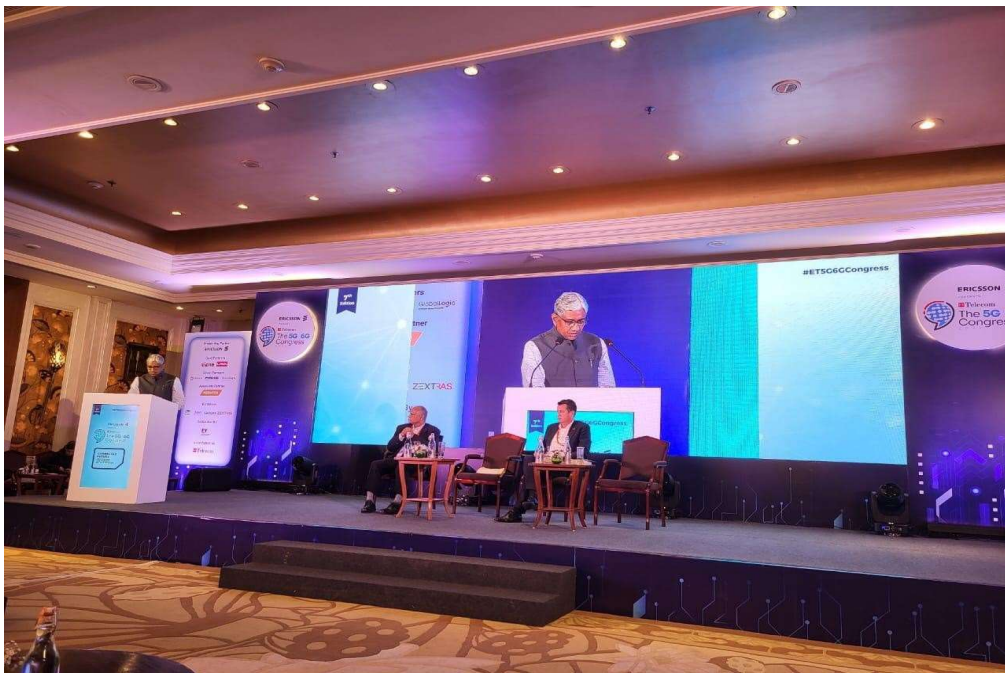
TELECOM REGULATORY AUTHORITY OF INDIA



E-NEWSLETTER



APRIL 2024

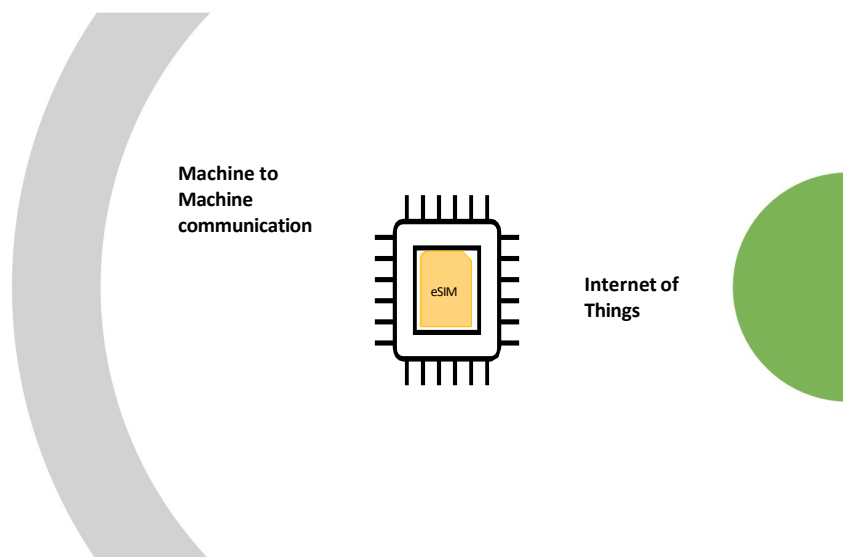


Shri Anil Kumar Lahoti, Chairman, TRAI delivering the Keynote address as the Chief Guest in 5G/6G Congress organized by ET Telecom on 14th March 2024.

Recommendations

TRAI released Recommendations on 'Usage of Embedded SIM for Machine-to-Machine (M2M) Communications' on 21st March 2024

Department of Telecommunications (DoT), Ministry of Communications, Government of India through its letter dated 09.11.2021, sought TRAI's recommendations under the TRAI Act, 1997 on the usage of embedded SIM for M2M communications. In this regard, a Consultation Paper on '**Embedded SIM for M2M Communications**' was released on 25.07.2022 seeking comments from stakeholders. In response, 15 stakeholders submitted their comments. An open house discussion on the consultation paper was held on 14.12.2022 through virtual mode.



Based on the comments/inputs received from the stakeholders, extensive deliberations on the subject and upon its own analysis, TRAI has released its Recommendations on '**Usage of Embedded SIM for Machine-to-Machine (M2M) Communications**' on 21st March 2024. The key Recommendations are as follows:

- All communication profiles on any M2M eSIM fitted in an imported device on international roaming in India should be mandatorily converted/reconfigured into communication profiles of Indian telecom service providers (TSPs) within a period of six months from the date of activation of international roaming on such M2M eSIM or on change of ownership of the device, whichever is earlier.
- Unified Access Service License holder, Unified License (Access Service Authorization) holder, Unified License (Machine-to-Machine Authorization) holder, Unified License for VNO (Access service Authorization) holder, Unified License for VNO (Machine to Machine Authorization) holder and the companies holding M2M Service Providers (M2MSP)

Registration with a specific permission to own and manage Subscription Manager-Secure Routing (SM-SR) in India should be permitted to own and manage SM-SRs in the country.

Detailed recommendations can be accessed from the following link or QR code.



https://traf.gov.in/sites/default/files/Recommendations_21032024.pdf

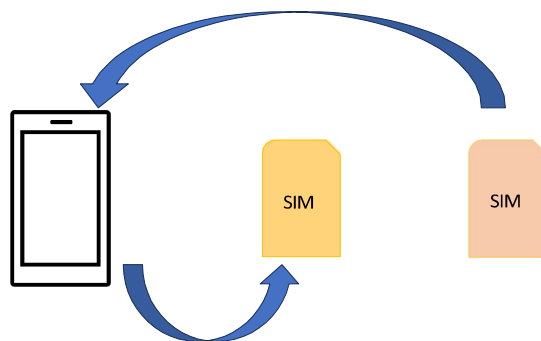
Regulations

TRAI released Telecommunication Mobile Number Portability (Ninth amendment) Regulations, 2024 on 14th March 2024

Telecommunication Mobile Number Portability Regulations, 2009 (8 of 2009) issued by the TRAI laid down the regulatory framework for Mobile Number Portability (MNP) in the country.

In the recent past, DoT, through its various communications to TRAI, made certain suggestions in respect of regulatory framework for Mobile Number Portability. Keeping in view of the suggestion of DoT, TRAI issued Draft Telecommunication Mobile Number Portability (Ninth amendment) Regulations, 2023 on 27.09.2023, for consultation with the stakeholders. Written comments on the issues raised in the draft amendment regulations were invited from the stakeholders by 25.10.2023.

Subsequently, on the request of the industry association and other stakeholders the last date for submission of the comments was extended up to 08.11.2023. In response, 13 comments were received from the stakeholders. An Open House Discussion was convened with stakeholders on 22.02.2024 through video conferencing.



Based on the comments received from stakeholders and upon its own analysis, TRAI has released Telecommunication Mobile Number Portability (Ninth amendment) Regulations, 2024 on 14th March

2024. Through this amendment, an additional criterion was introduced for rejection of the request for allocation of Unique Porting Code (UPC). After the implementation of the amendment, UPC should not be allocated if the request for UPC has been made before the expiry of seven days from the date of SIM swap or replacement of the mobile number. This step is aimed at curbing the practice of porting mobile numbers by way of fraudulent SIM swap or replacement by unscrupulous elements.



https://traai.gov.in/sites/default/files/Regulation_14032024.pdf

Open House Discussion

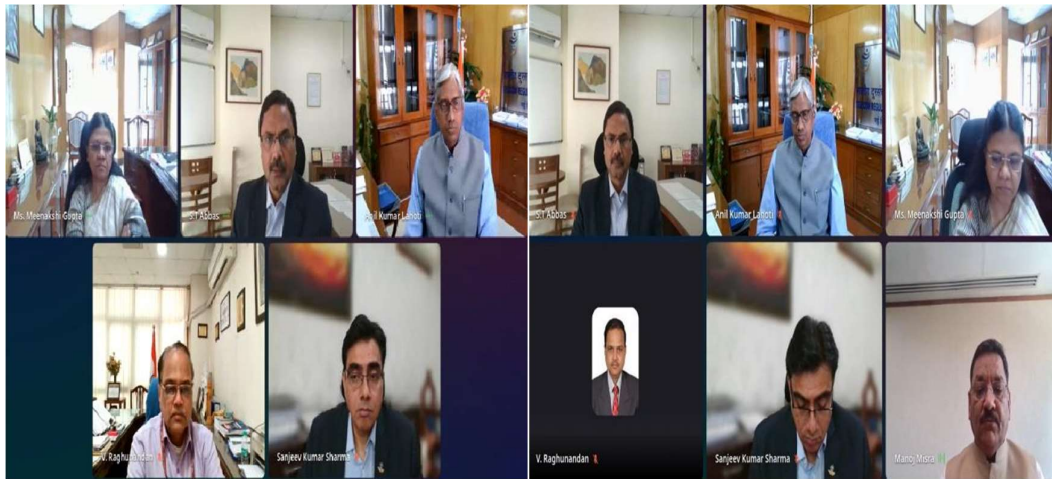
(1) Open House Discussion on Consultation Paper on “Open and De-licensed use of Unused or Limited Used Spectrum Bands for Demand Generation for Limited Period in Tera Hertz Range” held on 8th March 2024

TRAI conducted an Open House Discussion (OHD) on 8th March 2024 on the Consultation Paper on “Open and De-licensed use of Unused or Limited Used Spectrum Bands for Demand Generation for Limited Period in Tera Hertz Range” through video conferencing.



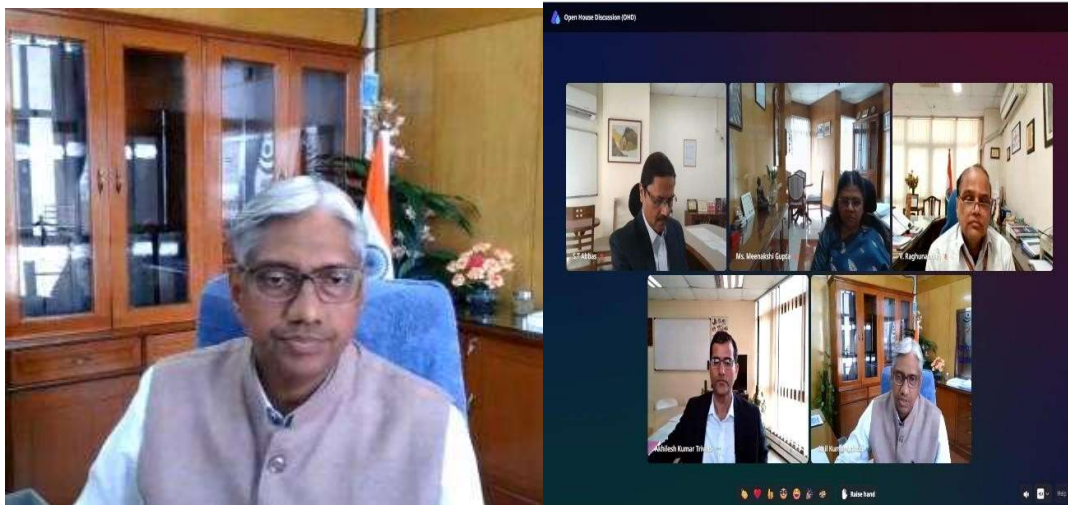
(2) Open House Discussion (OHD) on Consultation Paper on “Encouraging Innovative Technologies, Services, Use Cases, and Business Models through Regulatory Sandbox in Digital Communication Sector” held on 18th March 2024.

Another Open House Discussion (OHD) was held on 18th March 2024, through Video Conferencing in connection with the Consultation Paper on “Encouraging Innovative Technologies, Services, Use Cases, and Business Models through Regulatory Sandbox in Digital Communication Sector” dated 19.06. 2023. This OHD was attended by around 100 participants.



(3) Open House Discussion on Consultation Paper on Review of Terms and Conditions of PMRTS and CMRTS Licenses on 19th March 2024

The OHD was held through virtual mode on 19th March 2024 to deliberate on the Consultation Paper on Review of Terms and Conditions of PMRTS and CMRTS Licenses. Sh. Anil Kumar Lahoti, Chairman (TRAI) addressed the gathering with his opening remarks and set the tone for the event.



Workshop

(1) TRAI conducted Capacity Building Workshop for Consumer Organizations (COs) at Thiruvananthapuram on 21st March 2024



The programme began with the lighting of the lamp. Shri Chandra Choodan, Joint Advisor, Regional Office Bengaluru welcomed the gathering and briefed about the programme. Shri Brajendra Kumar, Advisor, RO Bengaluru in his keynote address pointed out that TRAI, TSPs and COs have the common goal of serving the interests of the telecom consumers and there is a need for all of them to work together for achieving this objective.

Presentations were made by the COs about consumer centric activities undertaken by them during the past one year. This was followed by a presentation by the TSPs about the complaint handling mechanism, CEWs, and other measures taken by them to enhance customer experience.

Shri Alok Vohra, Deputy Advisor (CA), TRAI, New Delhi made a presentation on activities proposed for the next year from TCEPF. He also said that the Telecom Consumers Handbook is under revision and once it is finalized, its copies in vernacular language will be made available.

The workshop had a special session for the benefit of participants by Cyber Security expert Shri Bijumon, Superintendent of Police, Thiruvananthapuram about Cyber frauds and crimes perpetrated by criminals and precautions to be taken for not falling prey to such frauds. This session was followed up with a Q&A session.

(2) TRAI conducted regional workshop at Tirupati (Andhra Pradesh) on 27th March 2024



In this workshop representatives of Consumer Organisations and Telecom Service Providers from Andhra Pradesh, Chhattisgarh, Madhya Pradesh, Odisha and Telangana participated.

The workshop was started with the lighting of the lamp and welcome address by Sh. B. Praveen Kumar Advisor, RO Hyderabad. During his keynote address, he briefed about the initiatives taken by TRAI for COs. Shri S.M.K. Chandra, Joint Advisor in his presentation explained the registration process, renewal of registration, existing financial support for COs, channel of submission of CO claims etc. through his presentation.

Shri Yashendra Kumar Bansod, ITS, Director (Security), AP LSA, Hyderabad, Cyber expert, through his presentation about digital fraud when hackers and fraudsters use the internet to defraud/ stealing victims of their information (Identity theft, bank account details, username password, mobile number, etc.). Sh. Jagadesh from CDAC explained the existing cyber threats and preventive measures. TSPs and COs presented their consumer centric activities in the region.

(3) TRAI conducted regional workshop at Mount Abu, Rajasthan on 28th March 2024

The workshop was attended by representatives of Consumer Organisations and TSPs of the western region. The workshop was started with the lighting of the lamp and welcome address by Shri S.S. Chandak, Joint Advisor, TRAI RO Jaipur.

Sh. Mahendra Srivastava, Pr. Advisor (CA, QoS & IT) TRAI during his keynote address briefed about the initiatives taken by TRAI for COs and requested the COs to raise their concerns/suggestions so that same may be incorporated in the guidelines for COs. Shri Alok Vohra, Dy. Advisor explained the registration process, renewal of registration, existing financial support for COs, channel of submission of CO claims etc. through his presentation.

Representatives from BSNL, RJIL, BAL and VIL presented on the initiatives taken by them for the consumers and procedure to be followed by the consumers for lodging the complaints, complaints

received by them and subsequent disposal during the last quarter, Appellate authority contact details, number of CEWs organized by them etc. during the meeting.

Shri Milind Agrawal, Cyber security expert, through his presentation informed about increasing menace of cyber-attacks, preventative measures to be taken by the consumers and where to report such frauds.

The workshop concluded with the Vote of thanks by Shri Ram Raj Meena, Joint Advisor TRAI Regional Office Jaipur.

Few glimpses from the workshop:



Events

TRAI hosted a five-day International Training Programme for ASEAN on Capacity Building and Sharing of best Practices in Policy, Regulation and Development’ from 4th – 8th March 2024 at the hotel Shangri-La, New Delhi.

The training programme for ASEAN on Capacity Building and Sharing of best Practices in Policy, Regulation and Development’ from 4th – 8th March 2024 was attended by a total, 34 International and Domestic participants. The course aimed to share real experiences and brainstorm on possible solutions to address existing issues and challenges as well as sharing the best practices in Policy, Regulation and Development. 15 International participants from 8 ASEAN Members countries attended the above workshop. The countries represented were Lao PDR (2), Thailand (1), Cambodia (2), Myanmar (2), Indonesia (2), Philippines (2), Malaysia (2) and Brunei Darussalam (2). Apart from International participation, 19 domestic participants from Department of Telecom, India and TRAI also attended the workshop.





Celebration of International Women's Day in TRAI Headquarters Office on 8th March 2024



Mr. Julian Gorman, Head of Asia Pacific, GSMA met Sh. Anil Kumar Lahoti, Chairman, TRAI in TRAI New Delhi and held discussions on various bi-lateral issues on 12th March 2024.

Telecom Subscriptions

Telecom Subscription Data as on 29th February 2024:

| Particulars | Wireless | Wireline | Total |
|--|----------------|--------------|----------------|
| Urban Telephone subscribers (Million) | 636.11 | 30.29 | 666.40 |
| Rural Telephone subscribers (Million) | 528.53 | 2.81 | 531.35 |
| Total Telephone subscribers (Million) | 1164.64 | 33.10 | 1197.75 |
| Overall Tele-density (%) | 83.27 | 2.37 | 85.64 |
| Share of Urban Subscription (%) | 54.62 | 91.50 | 55.64 |
| Share of Rural Subscription (%) | 45.38 | 8.50 | 44.36 |
| No. of Broadband Subscribers (Million) | 877.31 | 39.46 | 916.77 |

Active wireless subscribers on the date of Peak VLR in February 2024 were 1052.08 million.

In February 2024, 11.54 million subscriber requests were made for MNP. By the end of February 2024, a total of 951.09 million consumers availed the MNP facility since its implementation.

Consumer Outreach Programmes

TRAI conducted Special Consumer Outreach Programmes (SCOPs)/ Consumer Outreach Programme (COPs) for different sections of the society as under:

| S. No. | Place | Date |
|--------|---------------------------|-----------------------------|
| 1 | Chengalpattu (Tamil Nadu) | 28 th March 2024 |
| 2 | Khasa Cantt (Punjab) | 22 nd March 2024 |
| 3 | Cuttack (Odisha) | 21 st March 2024 |
| 4 | Majuli (Assam) | 21 st March 2024 |
| 5 | Karauli (Rajasthan) | 21 st March 2024 |
| 6 | Mathura (Uttar Pradesh) | 15 th March 2024 |
| 7 | Bidar (Karnataka) | 13 th March 2024 |
| 8 | Faridabad (Haryana) | 11 th March 2024 |
| 9 | Roorkee (Uttarakhand) | 7 th March 2024 |
| 10 | Dungarpur (Rajasthan) | 7 th March 2024 |
| 11 | Kohima (Nagaland) | 6 th March 2024 |
| 12 | Vidisha (Madhya Pradesh) | 6 th March 2024 |
| 13 | Rishikesh (Uttarakhand) | 5 th March 2024 |

PHOTO GALLERY



**Consumer Outreach Program at Chengalpattu (Tamil Nadu) on 28th March 2024
by RO Hyderabad**



**Consumer Outreach Program at Khasa Cantt (Punjab) on 22nd March 2024
by RO Jaipur**



**Consumer Outreach Program at Cuttack (Odisha) on 21st March 2024
by RO Hyderabad**



**Consumer Outreach Program at Majuli (Assam) on 21st March 2024
by RO Kolkata**



**Consumer Outreach Program at Karauli (Rajasthan) on 21st March 2024
by RO Jaipur**



**Consumer Outreach Program at Mathura (Uttar Pradesh) on 15th March
2024 by RO Bhopal**



**Consumer Outreach Program at Faridabad (Haryana) on 11th March 2024
by RO Delhi**



**Consumer Outreach Program at Roorkee (Uttarakhand) on 07th March 2024
by RO Bhopal**



**Consumer Outreach Program at Dungarpur (Rajasthan) on 07th March 2024
by RO Jaipur**



**Consumer Outreach Program at Kohima (Nagaland) on 06th March 2024
by RO Kolkata**



**Consumer Outreach Program at Vidisha (Madhya Pradesh) on 06th March 2024
by RO Bhopal**



**Consumer Outreach Program at Rishikesh (Uttarakhand) on 05th March 2024
by RO Bhopal**

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

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