



TELECOM REGULATORY AUTHORITY OF INDIA

E-NEWSLETTER FOR TRAI REGISTERED CONSUMER ORGANISATIONS FOR SEPTEMBER, 2019



Dr. R.S. Sharma, Chairman, TRAI with Regulators during Plenary Session of the 20th meeting of the South Asian Telecommunication Regulators' Council (SATRC) held on 28-29 August, 2019 at Paro, Bhutan.

1. Consultation Papers

1.1. TRAI issued Draft Regulation (Second Amendment) to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017 on 09.08.2019 for consultation.

The Authority, in the larger public interest, felt need to have Channel Selection System developed by third party to facilitate easy channel selection by consumers. Since, third party App will be accessible by every customer of broadcasting & cable service sector, therefore, it will facilitate the easy choice to consumers. To facilitate functioning of third-party Apps, TRAI created Channel Selection System API specifications document which prescribed common APIs with all Distribution Platform Operators (DPO). TRAI intend to mandate all the DPOs to compulsorily share information with the Apps after authenticating the subscriber so that such Apps can help in easy selection of the required TV channels.

On this draft regulation (second amendment), TRAI has sought the comments of the stakeholders.

1.2. TRAI has issued a Consultation Paper on Tariff related issues for Broadcasting and Cable services on 16.08.2019.

TRAI on 16th August 2019 released Consultation paper on Tariff related issues for Broadcasting and Cable services seeking comments from the stakeholders. This paper primarily discusses issues related to discount given in the formation of the bouquet, ceiling price of channels for inclusion in bouquet, need for formation of bouquet by Broadcasters and DPOs, Variable NCF and discount on long term plan. These issues are significant in terms of consumer welfare and considered it appropriate to obtain the views of the stakeholders.

1.3. TRAI has issued a Consultation Paper on “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration” on 16.08.2019

TRAI has issued Consultation Paper on “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration” on 16.08.2019. This consultation process has been initiated suo-motu by the Authority to make recommendations to the Government for the encouragement and facilitation of sharing of passive as well as active infrastructure as envisaged in the National Digital Communications Policy-2018 (NDCP-2018). The purpose of this Consultation paper is to seek the views of stakeholders on enhancement of the scope of Infrastructure Providers Category-I (IP-I) Registration for promoting and incentivising the deployment of common sharable, passive as well as active, infrastructure. Presently, the IP-I provide assets such as Dark Fibre, Right to Way, Duct space and Tower on lease/rent out/sell basis to licensees of telecom services on mutually agreed terms and conditions. IP-I have played a significant role in making available affordable telecom services in India. Since IP-I already have expertise and experience in rolling out telecom infrastructure in the country, if the scope of their registration is expanded then they can play a more significant role in achieving the objectives of the policy.

The said Consultation Paper has been placed on TRAI's website www.trai.gov.in. Written comments on the Consultation Paper are invited from the stakeholders by 16.09.2019 and counter-comments, if any, by 30.09.2019.

1.4. TRAI has issued a Consultation Paper on draft, the Telecommunication (Broadcasting And Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 on 27.08.2019:

Through this consultation paper, TRAI has sought views of stakeholders on the following issues related with: -

(1) Scope and Scheduling of Audit

(2) Addressable Systems Requirements:

- a) Conditional Access System (CAS) and Subscriber Management System (SMS)
- b) Fingerprinting
- c) Set Top Box (STB)
- d) Digital Rights Management and Subscriber Management System (SMS)

1.5. TRAI has issued a Consultation Paper on Platform Services offered by DTH Operators on 28.08.2019.

All TV channel Distribution Platform Operators (DPOs), i.e. MSOs, DTH and HITS operators, operate certain kind of programming services which are specific to each platform and are not obtained from broadcasters. All these platform specific services being offered by DPOs but not obtained from broadcasters have been referred to as Platform Services (PS). DPOs use PS to offer innovative services and product differentiation. It also acts as unique selling proposition (USP) for DPOs and also helps them in meeting the specific needs of their subscribers.

TRAI has received a reference from Ministry of Information & Broadcasting (MIB) dated 02nd July 2019 wherein, TRAI has requested to give its considered recommendations related to platform services with reference to DTH guidelines mainly on the followings: -

- DTH operator offering platform service channels have to ensure that the same content is not shared with any other DPO.
- The one-time registration fee to be enhanced to Rs. 1 Lakh per PS channel as against Rs. 1000 per PS channel recommended earlier by the Authority.
- The maximum number of PS channel that a DTH operator can offer.
- Platform Service could be sequenced separately from the regular channels.

In this context, TRAI issue this consultation paper to seek comments/views of stakeholders.

2. Directions

2.1. Direction No. 311-04/2017-QoS dated the 06.08.2019.

TRAI vide its direction no. 311-04/2017-QoS dated 6th August 2019 in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (iv) of clause (b) of sub-section (1) of section 11, of the TRAI Act, 1997 (24 of 1997) and the provisions of TCCCPR Regulations, 2018, directed all Access Service Providers to submit the following compliance reports, with effect from month ending September 2019, on monthly basis, and within ten days from the end of each calendar month:

- a) Performance Monitoring Reports as per the formats specified in Annexure I & II of the direction, in writing duly signed by authorized signatory and also electronically;
- b) Performance Monitoring Reports as per the formats specified in Annexure III, IV, V & VI of the direction, to be submitted electronically;

2.2. TRAI has issued on 16.08.2019 an Order to Service Providers pertaining to Broadcasting and Cable Services for reporting their details on Service Provider Portal:

Through this order, the Authority needs update of name, address, contact number. e-mail address, website address, area or operation. name/details of compliance officer details or permission details or registration details, issued by the Central Government on the service provider portal

2.3. Direction to Multiple System Operators (MSOs):

The Authority has issued directions on 28.08.2019, in exercise of its power under section 13, read with sub-clause (v) of clause (b) of sub section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) to M/s SITI Networks Ltd., M/s GTPL Hathway Ltd., M/s Den Network Ltd., M/s Hathway Digital Pvt. Ltd. and M/s IndusInd Media and Communications Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services (issued on 28.08.2019) and submit compliance by resolving the following issues: -

- LCOs are not providing the itemised invoices to the consumers. Some LCOs are providing their own Cash memo bills.
- Consumer portal provided by IMCL is not working
- IVRS facility of IMCL does not have any provision for complaint registration.
- LCOs without GST Registration are collecting tax amount from the subscribers but not depositing it.

2.4. Panel of Auditors (First list) to carry out audit of Digital Addressable Systems (DAS) issued on 30.08.2019

This Panel of Auditors has been issued in accordance with the "Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017, the "Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and the "Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017, dated the 3rd March, 2017.

3. Seminar

3.1 TRAI conducted seminar on “Empowerment Through Community Radio” at Abu Road, Rajasthan 20.08.2019:

One of the important objectives of TRAI is to create awareness and safeguard consumer interests. Towards this objective, TRAI organizes consumer outreach programmes, regional workshops and seminars on issues of consumer interest. In this series, TRAI organized a Seminar on the topic “Empowerment Through Community Radio” on 20th August 2019 at Global Auditorium, Manmohinivan Complex, Taloti, Abu Road, Rajasthan through its Regional office, Jaipur. The seminar was also linked online on the You Tube link of Madhuban Radio.

The participants of the seminar were given talks by Dr BK Kuthialia, Sh PD Sharma, Sh Hari Om Srivastava, Dr Arpita Sharma, Prof KG Suresh and Sh Pradeep Malhotra. Earlier the seminar was inaugurated by Dr BK Kuthialia in the presence of Yashwant Patil President FCRS, Bhavana Sharma Advisor TRAI, other speakers, participants and press and media. Sh PD Sharma spoke on Current Scenario in Community Radio while Sh Hariom Srivastava spoke on Community Radio and its potential in view of his vast experience in the community radio field. Dr Arpita Sharma spoke on Capacity Building of Rural Women through Community Radio. Highlighting the importance of Community Radio Sh. KG Suresh presented on Community Radio as a Change Agent. The Chief Guest Dr BK Kuthialia spoke on Role of community radio in multilateral communication and spiritual growth.

The participants gained a lot of insight through the day long proceedings and the seminar was an important step in highlighting the role of community radio in empowering communities and the nation at large.

Participants from FCRS (Federation of Community Radio station), community radio station from different part of India, research scholars , government functionaries, Consumer Advocacy Groups (CAGs) belonging to Rajasthan service area and college students of Abu Road area attended the seminar and benefitted from the engaging discussion /interaction during the seminar.

3.2 TRAI conducted seminar on “5G-Technology” at Vasanth Nagar (Bangalore) held on 29.08.2019.

TRAI conducted Seminar on “5G-Technology” at Vasanth Nagar, Bengaluru on 29-08-2019.

2. Invites were forwarded to State/Central Government departments, PSUs, Educational institutes, different industries/organizations, CAG, TSPs etc.
3. The main aim was to familiarize 5G-Technology with lectures by experts from academia, industry and regulator. There were 185 (110-students) participants.
4. Topics covered in the Seminar are as below:
 1. Technology, Regulation and Licensing
 2. Network Security, Expectations of industry & Bottlenecks in roll-out of 5G
 3. Applications of 5G and Spectrum
5. The speakers were from different backgrounds and presented the audience with different insights and views Presentations helped the participants to understand the concepts.
6. The key deliberations held during the seminar are-
 - During the inaugural session, TRAI Roles and Functions were explained to the audience in addition to the features of TRAI Apps.
 - Presentation during 1st session covered detailed architecture if 5G technology, Use cases, spectrum range needed for 5G deployment, Regulatory and licensing issues. Govt. initiatives for roll out of 5G technology were also discussed during the seminar.
 - Security challenges in 5G networks and industrial initiatives for the roll out of 5G technology were discussed during the 2nd session.
 - Deliberations were made on need and drivers for 5G, 5G Functionality, Radio spectrum for 5G and Use Cases & demonstrations during 3rd session.
 - There were question / answer sessions at the end of each topic.



Seminar on “5G-Technology” at Vasanth Nagar (Bangalore) held on 29.08.2019

4. Open House Discussion (OHD)

4.1 OHD on consultation paper on “Review of the Regulatory Framework for Interconnection”.

An Open House Discussion (OHD) on the Consultation Paper on “Review of the Regulatory Framework for Interconnection” was held on 19.08.2019 at TRAI, Headquarter, New Delhi.



4.2 OHD on Consultation Paper on ‘Allocation of Spectrum for Indian Railways for Public safety and security services’ on 26.08.2019 at New Delhi

An Open House Discussion (OHD) on the Consultation Paper on “Allocation of Spectrum for Indian Railways for Public safety and security services’ was held on 26.08.2019 at TRAI, Headquarter, New Delhi.



5. Other Information

5.1 Telecom Subscription Data as on 31st July, 2019.

Particulars	Wireless	Wireline	Total (Wireless + Wireline)
Urban Telephone subscribers (Millions)	659.87	18.16	678.02
Rural Telephone subscribers (Millions)	508.45	2.81	511.25
Total Telephone subscribers (Millions)	1168.31	20.96	1189.28
Overall Tele-density (%)	88.64	1.59	90.23
Share of Urban Subscription (%)	56.48%	86.60%	57.01%
Share of Rural Subscription (%)	43.52%	13.40%	42.99%
No. of Broadband Subscribers (Million)	585.60	18.52	604.12

Active wireless subscribers on the date of Peak VLR in July 2019 were 972.38 million.

In the month of July, 2019, 5.92 million subscriber requests were made for MNP. Till the end of July, 2019, a total of 447.41 million consumers have availed MNP facility since its implementation.

5.2. Drive Test:

TRAI has been regularly conducting the Independent Drive Tests (IDTs) through its appointed agency in cities, Highways and rail routes. Independent Drive Tests (IDTs) in 6 Cities, 5 Highways and 5 Railway Routes, were conducted during 24th October 2018 to 26th June 2019, to assess the network quality provided by cellular mobile telephone service providers. The Key Performance Indicators (KPIs) were assessed for the networks of all telecom service providers operating in the region. KPIs for voice services were Coverage; Call Setup Success Rate; Drop Call Rate; Block Call Rate, Handover Success Rate; Rx Quality.

The details of IDTs are given below: -

Cities:

- Chennai from 17th December 2018 to 2nd January 2019
- Trivandrum from 1st to 5th January 2019
- Shillong from 6th to 8th February 2019
- Aizawl from 6th to 8th March 2019
- Bhopal from 3rd to 6th June 2019
- Pondicherry from 24th to 26th June 2019

Highways:

- Siliguri to Farakka, Highway 2nd November 2018
- Hosangabad to Jabalpur, Highway, 27th December 2018
- Mumbai to Goa, Highway, 17th to 18th January 2019
- Dimapur to Joarhat, Highway, 19th February 2019
- Dwarka to Somnath, Highway, 15th March 2019

Railway Routes:

- Bhopal to Khajuraho, Railway Route 24th October 2018
- Falakata to Guwahati Railway Route, 4th December 2018
- Ahmedabad to Bhuj Railway Route, 13th December 2018
- Durgapur to Patna, Railway Route, 21st January 2019
- Agartala to Luming, Railway Route, 21st to 22nd February 2019

6. EVENTS

6.1. The following Consumer Outreach Programmes were organised during the month of August 2019

S.No.	Place	Date
1	Vizianagaram (Andhra Pradesh)	01.08.2019
2	Coonoor (Tamilnadu)	08.08.2019
3	Davanagere (Karnataka)	08.08.2019
4	Washim (Maharashtra)	21.08.2019
5	Baloda Bazar (Chhattisgarh)	22.08.2019
6	Jhalawar (Rajasthan)	28.08.2019
7	Puducherry (Puducherry State)	29.08.2019
8	Janakpuri (Delhi)	30.08.2019

PHOTO GALLERY



CoP at Vizianagaram (Andhra Pradesh) held on 01.08.2019



CoP at Coonoor (Tamilnadu) held on 08.08.2019



CoP at Davanagere (Karnataka) held on 08.08.2019



CoP at Washim (Maharashtra) held on 21.08.2019



CoP at Baloda Bazar (Chhattisgarh) held on 22.08.2019



CoP at Jhalawar (Rajasthan) held on 28.08.2019



CoP at Puducherry (Puducherry State) held on 29.08.2019




CoP at Janakpuri (Delhi) held on 30.08.2019

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

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