



TELECOM REGULATORY AUTHORITY OF INDIA



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

1. Recommendations

1.1 TRAI has issued a Recommendation on Entry Level Net worth requirement of Multi-system Operators in Cable TV services on 22.07.2019.

In the recommendation, the Authority recommended that:

- There is no necessity for fixation of a minimum entry level net worth for MSO registration. As at present, any individual, company, Corporate firm or LLP that fulfils provisions of the Cable TV Rules, may be granted MSO registration.
- There is no basis for introducing minimum net worth classification based on the area of operation for MSO registration. The DAS system enables subscription-based billing and there is no rationale of introducing area-wise registration.
- As the area-wise minimum net worth classification for registration of MSO is not required, there is no need to prescribe minimum net worth for remote areas of Jammu & Kashmir or North-East region.
- MIB may prescribe a standard proforma for self-declaration of net worth by applicants seeking registration as MSOs.
- MIB may consider skill development requirement of the sector and take appropriate action so that trained manpower is available to perform specialised tasks.

1.2 TRAI's response dated 8th July 2019 to DoT's back reference dated 1st July 2019 on Recommendations on Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands dated 1st August 2018:

1. The Department of Telecommunications (DoT), through its letter dated 19th April 2017, informed that the Government is planning to auction the right to

use of spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz and 3400-3600 MHz bands in the next auction. Through the said letter, DoT also requested the Authority to provide its recommendations on applicable reserve price, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in these bands for all service areas under the terms of TRAI Act 1997 as amended.

2. After a detailed consultation process, the Authority submitted its recommendations on 1st August 2018 on “Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands”.
3. DoT, through its letter dated 1st July 2019, has informed that the above-mentioned TRAI recommendations dated 1st August 2018 have been considered by the Digital Communications Commission (DCC) and on some of the issues there is a need to seek clarification/reconsidered recommendations. Accordingly, some of the recommendations have been referred back to the Authority by DoT for clarification/reconsideration.
4. After examining these issues, TRAI sent its response to the reference back through its letter dated 8th July 2019. The Authority is of the view that the same eligibility criteria that have been made applicable for other bands viz. 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz and 2500 MHz bands in NIA of September 2016 should be made applicable for 3300-3600 MHz band also. A copy of the response sent to the DoT is available in the official website www.traai.gov.in.

2. Consultation Papers

2.1 TRAI issued a Consultation Paper on KYC of DTH Set Top Boxes issued on 19.07.2019.

TRAI has received a reference from Ministry of Information & Broadcasting (MIB) dated 27th December 2018, wherein TRAI has been requested to give its considered recommendations on desirability or otherwise of Know Your Customer (KYC) for Set Top Boxes in DTH Services and, if desirable, then the process for the same. Ministry of Information & Broadcasting (MIB) also mentioned in its letter that certain safeguard can be applied for restricting smuggling of DTH equipment illegally to other country. Through this consultation paper, TRAI has sought comments of the stakeholders on the following key issues: -

- Need for ‘Know Your Customer’ (KYC) or e-KYC for DTH Set Top Boxes to address the concern raised by MIB.
- Process to be followed for the KYC.
- Whether one-time KYC is enough at the time of installation or verification is required to be done on periodic basis to ensure its actual location.

- Whether KYC of the existing DTH STBs is also required to be done along with the new DTH STBs.
- Whether the location-based services (LBS) needs to be incorporated in the DTH set top boxes to track its location.

3. Directions

3.1. Direction to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services. issued on 24.07.2019

The Authority received numerous consumer complaints, wherein the subscribers of M/s Independent TV Ltd have complained that it has discontinued channels opted for by the subscribers and that the operator is neither providing services to the consumers despite collecting the money in advance nor any refund has been made to the consumers. In this regard, through this direction, the Authority has directed M/s Independent TV Ltd to provide the information on the following issues for last six months ending on 30th June 2019: -

- How many connection requests are pending beyond 7 days after receipt of payments/subscription from the consumers;
- How many complaints are still pending regarding refund not provided;
- In how many cases the refund has been provided to the consumer due to non-provision of services despite collecting the money in advance. Give the number of cases along with the amount refunded;
- Whether any channel has been removed from your platform without giving prior intimation to the consumer. Give details, if any;
- Whether the services have been resumed after the blackout issue;
- Whether any rebate has been provided to the affected subscribers during the blackout period. If yes, how much rebate has been provided.

3.2. Amendment to Direction No. 311-31/2012-QoS dated the 14th November, 2014

After issuance of the Direction No. 311-31/2012-QoS dated the 14th November 2014 regarding prefixing of code of service provider and service area to the alpha-numeric identifier of all commercial SMSs which are sent with only sender identification and without the normal ten-digit mobile number, some service providers have ceased operation and license has been issued to a new service provider who have requested for allocation of Service Provider Prefix Code for the alpha-numeric identifier of all commercial SMSs. Therefore, TRAI has amended the said Direction on 15th July, 2019.

3.3. Direction to M/s Tata Sky Limited to ensure compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007 issued on 08.07.2019.

Through this direction, the Authority has directed M/s Tata Sky Ltd to submit compliance of the following issues: -

- confirm whether the choice was given to the consumer to choose between the proportionate refund and alternate channels;

- provide the details of the communication made to subscribers for providing choice to the consumers regarding the refund or refund policy;
- credit the refunds to the subscribers who were not given an option to choose between the proportionate refund and alternate channels, if any;
- provide a list of consumers with amount of the refund credited to the consumers for the period of discontinuance of the channels;
- provide the list of churned out subscribers who were to be refunded for the period of discontinuance of the channels along with the details of the amount to be refunded to such subscribers;
- provide a copy of Interconnect Agreement of Mis Tata Sky Ltd. with Mis Sony Picture Private Limited which is in force as on date.

4. Workshop

4.1 TRAI conducted Regional Workshop on Capacity Building of Consumer Advocacy Groups at Raipur (Chhattisgarh)

TRAI organized a Regional Workshop on Capacity Building of Consumer Advocacy Groups (CAGs) at Hotel Babylon International, Raipur (Chhattisgarh) on 19.07.2019 for capacity development of CAGs, Telecom service Providers and other stakeholders. The Regional Workshop was attended by the representatives of Telecom Service Providers and Consumer Advocacy Groups of the region consisting of Delhi, Haryana, Chhattisgarh, MP & Maharashtra states and interested citizens of Raipur.

In this workshop, CAGs shared their experiences in dealing issues with regard to various consumer centric regulations (MNP, VAS, UCC, Grievance redressal, QoS etc.) and the steps taken by them to enhance consumer awareness. TSPs gave their presentations briefing the participants about steps being taken by them towards consumer protection and grievance redressal, measures being taken towards enhancing consumer education, various mobile apps developed for increased accessibility and convenience.

The workshop also contained an interactive session in the afternoon wherein a presentation was given by Shri Sanjeev Banzal, Advisor (Consumer Affairs & IT) on “New Regulatory framework for Broadcasting and cable service” and a presentation was also given by Sh. Man Mohan Vyas, Dy Advisor (Consumer Affairs) on “An overview of TCEPF Activities & Recent Key Regulations of TRAI”.

Besides CAGs and TSPs, Interactive Sessions were also attended by, prominent academicians from the educational institutes, officers of State Government/Central Government, Industry Associations, representatives from banks, business association, NGOs etc.



Regional Workshop on Capacity Building of Consumer Advocacy Groups held on 19.07.2019 at Raipur (Chhattisgarh)

5. Open House Discussion (OHD)

5.1 OHD on 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 03rd July 2019 at Mumbai.

5.2 OHD on consultation paper on “Review of Terms and conditions for registration of Other Service Providers (OSPs)”

An Open House Discussion (OHD) on consultation paper on “Review of Terms and conditions for registration of Other Service Providers (OSPs)” was held on 15th July 2019 at TRAI headquarter, New Delhi.



6. Other Information

6.1 Telecom Subscription Data as on 30th June, 2019.

Particulars	Wireless	Wireline	Total (Wireless + Wireline)
Urban Telephone subscribers (Millions)	657.27	18.31	675.58
Rural Telephone subscribers (Millions)	508.19	2.85	511.05
Total Telephone subscribers (Millions)	1165.46	21.17	1186.63
Overall Tele-density (%)	88.50	1.61	90.11
Share of Urban Subscription (%)	56.40%	86.51%	56.93%
Share of Rural Subscription (%)	43.60%	13.49%	43.07%
No. of Broadband Subscribers (Million)	576.17	18.42	594.59

Active wireless subscribers on the date of Peak VLR in June 2019 were 983.80 million.

In the month of June, 2019, 4.34 million subscriber requests were made for MNP. Till the end of June, 2019, a total of 441.49 million consumers have availed MNP facility since its implementation.

7. EVENTS

7.1 The following Consumer Outreach Programmes were organised during the month of July, 2019

S.No.	Place	Date
1	Balurghat, Dakshin Dinajpur (WB)	16.07.2019
2	Ongole (Andhra Pradesh)	18.07.2019
3	Daman (U.T.)	24.07.2019
4	Orchha (M.P.)	25.07.2019
5	Bongaigaon, Assam	25.07.2019
6	Rajouri (J&K)	29.07.2019

PHOTO GALLERY



CoP at Balurghat, Dakshin Dinajpur (WB) held on 16.07.2019



CoP at Ongole (Andhra Pradesh) held on 18.07.2019



CoP at Daman (U.T.) held on 24.07.2019



CoP at Orchha (Madhya Pradesh) held on 25.07.2019



CoP at Bongaigaon, Assam held on 25.07.2019



CoP at Rajouri (Jammu Kashmir) held on 29.07.2019

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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