

**Information note to the Press
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Telecom Regulatory Authority of India

For Immediate Release

TRAI holds Open House Discussion on “Transparency in Publication of Tariff Offers”

New Delhi, 19th June 2020 – The Telecom Regulatory Authority of India (TRAI) held an Open House Discussion (OHD) on 17th June 2020 on the consultation paper titled “**Transparency in Publication of Tariff Offers**”.


2. Considering the situation arising from Covid-19 pandemic, the TRAI has taken a novel initiative to hold OHDs online so as to uphold the spirit of the transparent Public Consultation process TRAI has followed since its inception, while also ensuring the prevention of any unintended spread of the pandemic.
3. The OHD on 17th June 2020 was third in the series of online OHDs and saw rich participation from various stakeholders with 132 participants registering for the event from all over India. Apart from the Service Providers and their Associations(COAI,ACTO,TAIPA,) the stakeholders consisted of Department of Consumer Affairs, Individual Consumers, Consumer groups, Consultants and Advisory/Consulting Firms, Legal Firms, IT Professionals, Students, Senior Citizen, Housewives, Researchers, Journalists etc. The new format of the TRAI OHD, where one can participate with utmost ease from anywhere in India, even from their homes, was unanimously appreciated by all the stakeholders. It provided option to participants to virtually raise hands and get microphone to speak while being visible to all. They could also text their views simultaneously. Also the participants virtually chose their tables and interact with other participants as it happens in the physical format. The TRAI is grateful to all the stakeholders who participated in the initiative and contributed to its success.
4. The TRAI has, so far, primarily followed a policy of forbearance in determination of tariffs and have accordingly given the flexibility to the telecom service providers to determine the rate and related conditions of telecom services. However, such flexibility is subjected to regulatory oversight which inter alia requires tariffs to be compliant with the principles of transparency. Without requisite level of Transparency by Telecom Service Providers Consumers are prone to information asymmetry, resultant disadvantage, and consequent mistrust towards their own Telecom Service Provider.
5. The consultation paper sought to review the regulatory framework relating to transparency requirements in publishing of tariff offers by Telecom Service Providers. The consultation was comprehensive covering not only the manner of publishing tariff offers but also the manner of displaying tariffs on websites, Apps and other formats by telecom service



providers and introducing newer tools such as tariff calculators by Telecom Service Providers to facilitate selection of most appropriate tariff by the consumers.

6. During the online OHD held on 17.06.2019, the Authority has provided one more opportunity to all the stakeholders to submit their written comments/suggestions/feedback on the questions raised in the aforesaid consultation paper, if any, within three days. The comment/feedback may be sent to Sh. Kaushal Kishore, Advisor (Finance and Economic Analysis) TRAI, preferably in electronic form, on the email address adv.kaal@traigov.in.

7. The TRAI will consider the merits and demerits/relevance of the inputs received from all the stakeholders at various stages viz Comments, Counter-comments, oral and written inputs during the OHD, and supplementary written submission, facts, International Best Practices and accordingly update the regulatory framework for Transparency in Publication of tariff offers by the Telecom Service Providers in due course keeping in view the overall objectives of protecting the interests of consumers and ensuring orderly growth of the sector.


(S. F. Gupta) 6/2020
Secretary