



TELECOM REGULATORY AUTHORITY OF INDIA



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

1. Directions

- 1.1 Amendment to the Direction dated 3rd December 2018 issued to all Broadcasters and Distributors of television channels regarding display of television channels, issued on 28th March 2019.**

Through this direction, the Authority decided to extend the date of compliance of the direction No. 12-37/2017-B&CS of 3rd December 2018 for previously entered agreements and directed all the broadcasters and distributors of television channels to implement the direction as soon as possible but not later than 31st May, 2019.

2. Consultation Papers

- 2.1 TRAI issued a Consultation Paper on the “Telecommunications (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual”.**

A Consultation on “Telecommunications (Broadcasting and Cable) Services Digital Addressable Systems Audit Manual” paper was released on 29.03.2019 inviting comments of all stakeholders by 13th May 2019. The paper may be seen at TRAI website <https://main.trai.gov.in/release-publication/consultation>.

2.2 Consultation paper on “Review of Terms and Conditions for registration of Other Service Providers (OSPs)”.

TRAI issued a consultation paper on “Review of terms and conditions for registration of Other Service Providers (OSPs)’ for seeking comments of stakeholders, on 29.03.2019. Comments and Counter Comments were sought on the paper from the stakeholders by 29.04.2019 and 13.05.2019 respectively. An OSP is a company which provides Application Services like tele-banking, tele-medicine, tele-education, tele-trading, e-commerce, call Centre, network operation centre and other IT Enabled Services using Telecom Resources of authorised telecom service providers.

This consultation paper was issued to review the terms and conditions of registration of OSPs issued by DoT on 05.08.2008 and amended from time to time. In this regard, a reference was received from DoT vide letter dated 10th September 2018 seeking recommendations of TRAI on review of terms and conditions for registration of OSPs.

3. Other Information

3.1 Telecom Subscription Data as on 28th February, 2019.

Particulars	No. of Wireless subscribers (in Millions)	No. of Wire-line Subscribers (in Millions)	No. of Total subscribers (Wireless + Wire-line) (in Millions)
Urban Telephone subscribers	656.57	18.67	675.24
Rural Telephone subscribers	527.11	3.05	530.16
Total Telephone subscribers	1183.68	21.72	1205.40
Overall Tele-density	90.20	1.65	91.86
Share of Urban Subscription	55.47%	85.95%	56.02%
Share of Rural Subscription	44.53%	14.05%	43.98%
No. of Broadband Subscribers	531.95	18.29	550.24

Active wireless subscribers on the date of Peak VLR in February, 2019 were 1022.62 million.

In the month of February, 2019, 5.28 million subscriber requests were made for MNP. Till the end of February, 2019, a total of 423.11 million consumers have availed MNP facility since its implementation.

3.2 Other Releases

3.2.1 TRAI issued Expression of Interest for Empanelment of Auditors to Carry out Audit of Digital Addressable Systems on 29th March 2019 vide which proposals were invited from eligible audit firms/companies/Limited Liability Partnership(LLP)/Partnership firms for empanelment in the panel of Auditors to carry out Audit of Digital Addressable systems in accordance with the regulatory framework for digital addressable systems comprising of the “Telecommunication (Broadcasting and Cable) Service Interconnection (Addressable Systems) Regulations, 2017”, the “Telecommunications (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”.

3.2.2 TRAI sent, issue wise response to the back-reference dated 19/11/2018 of Ministry of Information and Broadcasting (MIB) on 29.03.2019 in reference to *suo-motu* recommendations on ‘Ease of Doing Business in Broadcasting Sector’ dated 26.02.2018.

3.3 Drive Test:

TRAI undertook an extensive drive test and general inspection of the Delhi Airport Area (includes, airport terminal area, runway and apron area etc), Airport Express Line and Approach Roads from Dhaula Kuan to Airport. The deficiencies in the area have been identified and highlighted in the report. Additionally, probable solutions to the issues have been addressed in the report. Detailed reports of Extensive Drive Test are available on TRAI website.

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, were conducted during 19th November to 12th January 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: -

- Kozhikode from 19th to 23rd November 2018
- Jamshedpur from 26th to 28th November 2018
- Imphal from 27th to 29th December 2018
- Dimapur, Kohima from 5th to 7th December 2018
- Bangalore from 3rd to 15th November 2018
- Ahmedabad from 7th to 12th January 2019

4. Seminar

TRAI organised following seminars during the month of March,2019:

- i) Seminar on “Blockchain Technology and Applications” organised at Pune (Madhya Pradesh) on 15.03.2019.
- ii) Seminar on “Evolution of communication: Social Media & Beyond” organised at Chennai (Tamilnadu) on 15.03.2019.

Experts drawn from Industry, prestigious academic institution educated the audience on different aspects related to the subject. Representatives from Telecom Service Providers, Consumer Advocacy Groups, Industry and educational institutes, prominent persons in the area participated and benefited from the deliberations held.

5. Workshops/Consumer Outreach Programmes

a) Workshop at Mangalore (Karnataka) on 15.03.2019:

TRAI conducted a "Regional Workshop on Capacity Building of Consumer Advocacy Groups" at Mangalore (Karnataka) on 15.03.2019. The programme comprised two sessions. In the forenoon session deliberations were held amongst TRAI, CAGs and TSPs on various consumer centric issues particularly with regard to redressal of consumer grievances, efforts being made by CAGs and TSPs in enhancing consumer education. While CAGs shared their experiences and informed about the issues being faced by consumers in their respective areas, TSPs apprised of the efforts being made by them in this direction. In the afternoon session participants were educated about the various provisions of the new regulatory framework for broadcasting and cable services. It was explained how the new framework gives complete choice to consumers to choose what they want to view and pay accordingly thus enabling them to fully control their bills. Various consumer centric provisions of the framework like service provider developing/creating 'web based complaint management system', 'consumer corner', 'subscriber corner' and consumer information channel-999 alongwith the efforts made by TRAI to facilitate consumers like TRAI call centre, TRAI channel selector application and media campaign undertaken were also

highlighted. Through another presentation the audience was educated about the new amendments made in the regulations on Mobile number portability and the unsolicited commercial communications (UCC). The CAGs were also apprised of the steps taken by TRAI to enhance consumer awareness and the plan of such activities for 2019-20.



b) The following Consumer Outreach Programmes were organised during the month of March, 2019

1.	Narmada (Gujarat)	02.03.2019
2.	Kanchipuram (Tamilnadu)	13.03.2019
3.	Anakapalli (Andhra Pradesh)	14.03.2019
4.	Moirang, Bishnupur (Manipur)	15.03.2019
5.	Kashipur (Uttarakhand)	18.03.2019
6.	Rewari (Haryana)	18.03.2019
7.	Khowai (Tripura)	19.03.2019
8.	Warangal (Telangana)	19.03.2019

PHOTO GALLERY



CoP at Narmada (Gujarat) held on 02.03.2019



CoP at Kanchipuram (Tamilnadu) held on 13.03.2019



CoP at Anakapalli (Andhra Pradesh) held on 14.03.2019



CoP at Moirang, Bishnupur (Manipur) held on 15.03.2019



CoP at Kashipur (Uttarakhand) held on 18.03.2019



CoP at Rewari (Haryana) held on 18.03.2019



CoP at Khowai (Tripura) held on 19.03.2019



CoP at Warangal (Telangana) held on 19.03.2019

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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