

शैरोन शेफाली गुप्ता
नियन्त्रक संचार लेखा

Sharon Shefali Gupta
IP&TAFS

Controller of Communication Accounts



भारत सरकार

सूचना मंत्रालय

दूर संचार विभाग

कार्यालय नियन्त्रक संचार लेखा

हरियाणा दूरसंचार परिमंडल अम्बाला

Government of India

Ministry of Communications

Department of Telecommunications

Office of the Controller of Communication Accounts

Haryana Telecom Circle, Doorsanchar Bhawan,

Ambala 133001

Ph. : 0171-2601211, Fax : 0171-2603435

E-mail : ccaharyana@gmail.com

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Dated: - 24th Jan 2020

Dear Sir,

May I invite your kind attention to your D.O letter No. 301-16/2019-F&EA (Pt.) dated 07.01.2020, wherein my office was requested to comment upon issues for consultation regarding Transparency in publishing of Tariff Orders.

It is an interesting paper and, if certain proposals are implemented, they will certainly enhance transparency in information communication.

Kindly find enclosed as an Annexure, the comments of O/o CCA Haryana on some of the issues for consultation.

With *regards,*

Yours Sincerely

Sharon Gupta

(Sharon Shefali Gupta)

To,
Sh. Kaushal Kishore
Advisor (Finance & Economic Analysis)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan,
Jawahar Lal Nahru Marg (old Minto Road)
New Delhi-110002.

Comments of O/o CCA Haryana on Issues for Consultation on Transparency in publishing of Tariff order:-

1. With reference to Question No. 1, yes, TRAI should prescribe a format for each service offered and the tariff thereof. A simple table should suffice, wherein each service is mentioned [whether free or part of bundle] and a breakdown of the respective tariff.
2. There are multiple modes of communication nowadays, most of which are used by customers. With reference to question no. 2, it would be useful to publish tariff on different modes like the TSP's website/Facebook/Whatsapp and so on. The format should be common to all medium to avoid anti security to the consumer.
3. A tariff calculator tool, as mentioned in Question No.5, is a good idea. It will aid the consumer in working out the best deal available to him and the saving/advantages of different plans.
4. Question No.8 asks whether service providers should be required to publish details of all plans, including those not an offer. No, a potential customer will be interested only in what's on offer at present. Surplus data might create confusion.
5. With reference to Question No. 9, of course, it would be advantageous if service providers can update information on Points of Sale and Retail outlets simultaneously. But this might be challenge to enforce due to the profusion of PoS and Retails outlets. Keeping track of the sheer numbers will be difficult.
6. The concept of a unique id and requiring service providers to link tariff and advertisements with those publish in TRAI (Question 11) is an excellent idea.
7. The proposed monitoring and compliance mechanism is sufficient to deter any violation of compliance with applicable regulations/directions.
