

TELECOM REGULATORY AUTHORITY OF INDIA

Implementation of New Regulatory Framework for Broadcasting & Cable Services

New Delhi, 08th January, 2019: Telecom Regulatory Authority of India (TRAI), in March, 2017, notified the new regulatory framework for Broadcasting and Cable services. The framework¹ comprises of Interconnection Regulations 2017, Quality of Service & Consumer Protection Regulations 2017 and Tariff Order 2017.

2. The framework was duly notified vide press release no.71/2018 dated 3rd July 2018 with revised timelines for implementation. All the timelines prescribed in the above-mentioned framework commenced from 3rd July 2018.

3. The new regulatory framework has come into effect on 29th December 2018. However, keeping in view the consumer convenience and to provide sufficient time to the consumers for exercising the options the authority provided time upto 31st January 2019 vide its press release no. 127/2018² dated 28th December 2018. The Authority has been monitoring the progress in regards to availability of consumer corner, choices to the consumers, provision of consumers care channel, percentage of consumers whose choice has been obtained etc. on day to day basis. The Authority has noted that almost all the service providers have started providing consumer care channel on Channel Number 999.



¹ The new Regulations and Tariff Order can be accessed from TRAI Website at <https://traigov.in/release-publication/regulation>

² Press Release 127/2018 is available at <https://traigov.in/sites/default/files/PRNo12728122018.pdf>

4. Now it has been brought to the notice of the Authority that certain rumours/messages are being floated that the implementation of the new framework has been postponed or stopped or is being modified. The Authority clarifies that the new framework has come into effect on 29th December 2018. The schedule of activities has been duly communicated to all the service providers for reaching out to the consumers and obtaining choices. TRAI is conducting review meetings regularly to monitor the progress. All the service providers are again advised to strictly observe the timelines as provided in the migration plan dated 28th December 2018.

5. All the subscribers are requested to exercise their options without waiting for the last minute to avoid any inconvenience and to ensure that they continue to view their favourite channels.

6. In case you need any more clarifications or the details of the new framework, please feel free to contact following officers of Broadcasting and Cable Services Division of the Authority:

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