

Information Note to the Press [Press Release No. 88/2019]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

DPOs to allow their subscribers to view their subscription and modify the same through the TRAI's APP/Portal by sharing APIs with TRAI

New Delhi, 9th October 2019: Telecom Regulatory Authority of India (TRAI) has today issued the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 (6 of 2019).

2. TRAI's prevailing regulations/orders for the television and broadcasting sector gave freedom to consumers to select television channels they want to watch. To ensure proper implementation of the new framework, TRAI has made number of efforts such as series of meetings with Distribution Platform Operators (DPOs), publicity in electronic and news media, interactions with customer groups etc. Despite this, TRAI was in receipt of several complaints from the consumers that they are not able to choose the TV channels conveniently on the web portal/apps of the DPOs.

3. In order to address above issue, TRAI issued Draft Regulation (Second Amendment) to The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017 on 9th August 2019, inviting written comments from stakeholders by 29th August 2019.

4. During consultative process, stakeholders were generally of the view that they have no objection/hesitation in sharing their APIs with TRAI as their data is secure with the regulator and there will not be issues like leakage/misuse of consumer information and privacy of data.



5. Through this second amendment, Authority is mandating the DPOs to allow the consumers to access channels/ bouquets available on its platform and have ease in selection of channels and bouquets (addition/deletion) of their choice, view their subscription and modify the same through the TRAI's APP/Portal by sharing APIs with TRAI.

6. The Authority is also in the process of finalising the API Specifications which will be communicated separately to the DPOs. DPOs are to share/exchange the information through API with the TRAI whenever the Authority asks for the same for ensuring integration with the TRAI's APP or Portal.

7. For any clarification/ information, Shri Arvind Kumar, Advisor (B&CS) may be contacted at Telephone No. +91-11-23220209.


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