



ANNUAL  
REPORT

2019-20

TELECOM REGULATORY AUTHORITY OF INDIA



# **Telecom Regulatory Authority of India**

(IS/ISO 9001:2015 Certified Organisation)

## **Annual Report 2019-20**

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## LETTER OF TRANSMITTAL

**To the Central Government through Hon'ble Minister of Communications and Information Technology**

It is my privilege to forward the 23<sup>rd</sup> Annual Report for the year 2019-20 of the Telecom Regulatory Authority of India to be laid before both Houses of Parliament. Included in this Report is the information required to be forwarded to the Central Government under the provisions of the Telecom Regulatory Authority of India Act, 1997, as amended by TRAI (Amendment) Act, 2000.

The Report contains an overview of the telecom and broadcasting sectors and a summary of the key initiatives of TRAI on regulatory matters with specific reference to the functions mandated to it under the Act. The Audited Annual Statement of Accounts of TRAI is also included in the Report.



(DR. P.D. VAGHELA)  
CHAIRPERSON

Dated: October, 2020



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**OVERVIEW OF  
TELECOM AND BROADCASTING SECTORS**





## OVERVIEW

The year 2019–20 has witnessed many unforeseen challenges and so did the telecommunication services sector. At the beginning of April, 2019, India embraced the exciting technological advancements, such as the introduction of the ‘In-Flight Connectivity’ based on the recommendations of TRAI, and the expected rollout of the 5G Services to provide seamless coverage, high data speed, low latency, and highly reliable communication. However, by the end of March, 2020, the mood changed with the outbreak of the corona virus (COVID-19) pandemic across the world and the resultant illness, loss of jobs, lives, lockdown, and the subsequent ‘Work-from-Home’ culture. During this intricate period, the telecommunication sector in India stood out all the challenges and provided flawless connectivity to the country despite many impediments. The telecommunication sector became an ‘essential service’ for connectivity during these difficult times. The sector facilitated the smooth functioning of many activities and services of the economy. ‘Work from Home’, banking, education, entertainment, news and several other important services were carried out with seamless connectivity; and were accessible safely from home besides ensuring connectivity with family and friends far away.

Since its inception, the mission of the Telecom Regulatory Authority of India (TRAI) has been to create and nurture conditions for the growth of the telecommunication and broadcasting sectors in the country, in a manner and at a pace, which will enable India to play a leading role in the emerging global information society. During the financial year, 2019–20, a number of initiatives were taken by the Authority for the betterment of telecommunications, broadcasting and cable sectors. The various measures taken by the Authority during this period helped in promoting the growth and development of the telecom and broadcasting services. These measures have resulted in the overall benefits to the consumers in terms of choice of services, affordable tariffs, improvement of quality of services, etc. The emergence of new services, healthy investments in the sectors and the rapid development of technology have also helped the sectors to grow. Data usage by wireless subscribers has also seen an unprecedented increase.

With the conducive atmosphere created by TRAI’s initiatives in the last two decades, mobile service providers, device manufacturers, infrastructure providers, and the Internet companies have built a digital world for us to live, work, and play. The sector has emerged as the key enabler of Digital India with various new services/applications like digital payments, Aadhar, e-governance, e-commerce, e-health, e-education, and e-trade. Telecom services are the backbone for enabling these applications and for various important service sectors of the economy like banking, health, education, and many other services, which boost the overall economic growth of the country. With the increased availability of smartphones at much more affordable prices, the mobile phone has become more than a communication device, and services are becoming increasingly linked through mobile, the Internet and other digital modes of delivery. The growth of 4G services gave an impetus to the advent of the data revolution, which used these services. With the advent of 5G technologies, the future of telecom landscape looks promising, and the evolution of 5G would bring various new applications/technologies like artificial intelligence, quantum computing, virtual reality etc., to the fore. 5G will generate data at unprecedented velocity and at an immense volume. This fast data will fuel a wide range of data-driven services and digital business models. 5G will unleash new business opportunities, and bring substantial benefits through increased productivity, improvement in service delivery, optimum use of scarce resources, as well as the creation of new jobs.

## Telecom Sector

During the year, while discharging various recommendatory and regulatory functions, the Authority addressed several issues and challenges that are being faced by the telecom sector. Recommendations were made to the Government on key issues on subjects like 'Review of Terms and Conditions for Registration of Other Service Providers', 'Allotment of Spectrum to Indian Railways for Public Safety and Security Services', 'Enhancement of Scope of Infrastructure Providers Category-I (IP-I) Registration', 'Reforming of Guidelines for Transfer/Merger of Telecom License', besides replying to the reference backs received from DoT on the earlier Recommendations of TRAI. Amendments to the various telecom Regulations were also issued during this period. As far as the Tariff policy is concerned, TRAI continued with the general approach of forbearance in respect of most of the services.

## Broadcasting Sector

For the broadcasting and cable services sector, the year was engaging and noteworthy; as the benefits of the new regulatory framework, implemented from 29<sup>th</sup> December, 2018, for broadcasting and cable services provided through the addressable system was witnessed during this period. Key Recommendations were shared with the Government on topics such as 'Entry Level Net Worth Requirements of Multi-System Operators in Cable TV Services', 'KYC of DTH Set Top Boxes', and 'Platform Services Offered by DTH Operators'. Besides this, amendments were made for the betterment of the sector in various Regulations and Orders related to the broadcasting cable service sector.

The significant developments relating to Telecom and Broadcasting sectors during the year 2019–20 is briefly mentioned below:

### I. TELECOM SECTOR

The Indian telecom sector is the second largest in the world in terms of the number of subscribers. The sector has witnessed exponential growth over the last few years as a result of many factors such as affordable tariffs, wider service availability, rolling out of new facilities and services such as 3G and 4G, evolving consumption patterns of subscribers, and conducive regulatory environment.

At the end of March, 2020, the subscriber base was 1177.97 million, out of which 1157.75 million were wireless subscribers. During the year, wireless subscriber base recorded a decrease of 4.06 million, with the overall tele-density of 87.37% at the end of March, 2020. During the year 2019-20, 58.93 million subscribers submitted their porting requests for availing Mobile Number Portability (MNP) facility. With this, the cumulative MNP requests increased from 428.40 million at the end of March, 2019 to 487.33 million at the end of March, 2020, which shows that subscribers are exercising their preferences of service providers. The Internet subscriber base in the country as on 31<sup>st</sup> March, 2020 stood at 743.19 million as compared to 636.73 million as on 31<sup>st</sup> March, 2019. The total broadband subscriber base in the country has increased from 563.31 at the end of 31<sup>st</sup> March, 2019 to 687.44 at the end of March, 2020.

To ensure transparency while proposing any change in the existing regulatory framework, TRAI follows a transparent consultation process, and gives opportunity to the stakeholders to deliberate and offer their views on the proposed regulatory framework. As part of this critical exercise, which ensures that robust regulation emerges from the consultative process, TRAI issued various important consultation papers inviting written comments/counter-comments from the stakeholders during this year. This included Consultation Papers on 'Review of Regulatory Framework for Interconnection',

'Allotment of Spectrum to Indian Railways for Public Safety and Security Services', 'Review of Scope of Infrastructure Providers Category-I (IP-I) Registration', 'Duration of Alert for Called Party', 'Review of Interconnection Usage Charges', 'Reforming the Guidelines for Transfer/Merger of Telecom Licenses', 'Developing a Unified Numbering Plan for Fixed Line and Mobile Services', 'Issues Related to Interconnection Regulation', 'Cloud Services', 'Transparency in Publication of Tariff Offers', 'Tariff Issues in Telecom Services', 'Traffic Management Practices (TMPs) and Multi-Stakeholder Body for Net-Neutrality', and 'Provision of Cellular Backhaul Connectivity via Satellite Through VSAT Under Commercial VSAT Service Authorization', etc.

An important aspect of TRAI's functions as mandated under the TRAI Act is to make recommendations to the Government, on diverse subjects including market structure, entry of new operators in the sector, the licensing framework, management of scarce resources such as spectrum, consumer safety, and security. While exercising this mandate, several significant policy recommendations were made during the year which includes recommendations on 'Review of Terms and Conditions for Registration of Other Service Providers', 'Allotment of Spectrum to Indian Railways for Public Safety and Security Services', 'Reforming of Guidelines for Transfer/Merger of Telecom License'.

5G is the latest technological development in the telecom sector, which will introduce a new level of complexity to policymaking and regulation as new business models will emerge. The challenge for policymakers in the 5G economy is to be prepared to address the ubiquity of 5G in everyday life without creating regimes that stunt the continued innovation, which will be critical to the success of the 5G economy. In order to create an enabling environment for the timely rollout of 5G in India, TRAI came up with a White Paper on 'Enabling 5G in India' on 22<sup>nd</sup> February, 2019. The White Paper highlights the specifications of the 5G technology, discusses the potential use cases and architecture of the 5G network, deliberates those areas that will require investment for 5G deployment, covers the spectrum requirements for 5G networks, and tries to identify regulatory challenges that need to be addressed for the deployment of 5G in India. Further, seminars on '5G Technology' and 'Enabling 5G in India' were organized on 29<sup>th</sup> August, 2019 and 24<sup>th</sup> January, 2020 at Bengaluru and Indore (MP), respectively, to deliberate on the possible course of actions related to the 5G technology.

## II. BROADCASTING SECTOR

The year 2019-20 has been another busy and eventful year for the broadcasting and cable services sector. The last decade has witnessed significant changes in the dynamics of the Cable & Satellite (C&S) TV market. The most significant development was implementation of New Regulatory Framework for Broadcasting and Cable TV Sector notified on 3<sup>rd</sup> March, 2017. In the year 2018, on 3<sup>rd</sup> July, 2018, TRAI released Press Note on TRAI's Regulatory framework for Broadcasting and Cable TV Sector. This press note kick-started the process of implementation of the new regulatory framework for Broadcasting and cable Services provided through addressable systems, which include the Direct to Home (DTH) Systems, Cable TV Systems provided through Digital Addressable Systems (DAS), Head-end In The Sky (HITS) and Internet Protocol TV (IPTV) New Regulatory Framework w.e.f. 3<sup>rd</sup> July, 2018. The aforesaid new regulatory framework was inferred w.e.f. 29<sup>th</sup> December, 2018.

The new regulatory framework, introduced in the year 2018, was quite successful in establishing harmonised business processes in the sector, level-playing-field, bringing-in transparency in TV channel pricing, reducing litigations among stakeholders and providing equal opportunities to smaller

Multi System Operators (MSOs). As a result, there was a pronounced reduction in disputes among stakeholders as well as in entry barriers. By creating a level playing field among various players, the framework also provides for benefits the small and medium MSOs with provisions that prescribe non-discrimination, transparent terms and conditions, transparent distribution fee and standard discount structure based on quantifiable parameters. It provides certainty of provisioning of TV channels within a prescribed timeframe, thereby ensuring viability of small and medium MSOs. For creating awareness among small and medium MSOs in the regard, TRAI also published a white paper on “Benefits of New Framework for small MSOs” on 23<sup>rd</sup> April, 2019. The transparency ushered better tax compliance thereby improving government revenue. However, the intended choice to consumers to select what they want, got scuttled due to various malpractices by service providers.

To address the issues, TRAI issued Consultation Papers seeking comments and suggestions from various stakeholders on certain tariff & interconnection related issues. Some of the major issues among them were cap on number of channels permitted in Network Capacity Fee (NCF), applicable NCF for multi TV homes, flexibility to Distribution Platform Operators (DPOs) in offering long term subscription plans and carriage fee payable by broadcasters to DPOs.

After due consultation with the stakeholders, on 1<sup>st</sup> January, 2020, TRAI published amendments to the Regulatory Framework, notified on 3<sup>rd</sup> March, 2017 for Broadcasting and Cable TV Sector. The amendments to the regulatory framework Tariff Order, Interconnection Regulation & QoS notified on 01<sup>st</sup> January, 2020 addressed the teething troubles faced by the consumers, while balancing the interests of broadcasters as well-as the DPOs to create a level playing field. These amendments are to address certain anomalies in market which necessitated review for achieving the orderly growth of the sector. The said amendments carried out through the consultation process has left the basic contours of the new regime untouched and the Broadcasters/Distribution Platform Operators (DPOs) will continue to enjoy the flexibility in carrying out their businesses. The review exercise has been limited to certain consumer friendly measures and to balance the interest of stakeholders. The revisions strive to ensure that the objectives of the existing framework get fulfilled to great extent.

- I. The broadcasting sector consists of Television and Radio Services. At the end of March, 2020, there are estimated 212<sup>1</sup> million TV households which are being served by cable TV services, DTH services, HITS services, IPTV services in addition to a terrestrial TV network of Doordarshan. The pay TV universe consists of around 103 million Cable TV subscribers, 70.26 million total active DTH subscribers<sup>2</sup>, 2.15 million HITS subscribers<sup>2</sup>.
- ii. The TV broadcasting sector encompasses 359 broadcasters<sup>3</sup>, out of which, 39 are pay broadcasters<sup>2</sup>. Further, there are 1648<sup>4</sup> (1646 Regular & 02 Provisional) Multi System Operators (MSOs) registered with Ministry of Information and Broadcasting (MIB), an estimated 1,40,000 cable operators<sup>2</sup>, 1 HITS operator<sup>2</sup>, 4 pay DTH operators<sup>2</sup> and a few IPTV operators and, in addition to the public service broadcaster - Doordarshan, providing a free-to-air DTH service in India.

<sup>1</sup> In the last Annual Report, the Authority used the data pertaining to TV households & Cable TV household as given in FICCI EY Reports based on BARC's Broadcast India survey to size the TV universe. However, FICCI EY Report 2020 provides only combined (Cable + DTH + HITS) households data and moreover no separate data for Cable TV, DTH and HITS households has been given. Therefore, the Authority has retained the data pertaining to number of Cable TV household (103 million) and Free TV household (36 million) from the FICCI EY Report 2019 titled "A billion screens of opportunity -India's Media & Entertainment sector". DTH and HITS subscription data, as on 31st March 2020, is provided by DTH and HITS service providers to the Authority. Accordingly, total number of TV households has been estimated.

<sup>2</sup> As reported to TRAI

<sup>3</sup> MIB website <https://digitalindiamib.com/>

# total active subscribers includes subscribers who have been inactive or temporarily suspended for not more than last 90 days

- iii. At present, there are 926 private satellite TV channels<sup>3</sup> permitted by Ministry of Information and Broadcasting at the close of financial year 2019-20, out of which, 235 are SD pay TV channels<sup>2</sup> and 98 are HD Pay TV channels<sup>2</sup>.
- iv. <sup>4</sup>India's television industry grew from ₹ 74,000<sup>4</sup> crore in the year 2018 to ₹ 78,800<sup>4</sup> crore in the year 2019, thereby registering a growth of around 6.48%. Subscription revenues account for a major share of the overall industry revenue. Subscription revenues rose from ₹ 43,500<sup>4</sup> crores in the year 2018 to ₹ 46,800<sup>4</sup> crore in the year 2019. On a similar note, advertisement revenues grew from ₹ 30,500<sup>4</sup> crore in the year 2018 to ₹ 32,000<sup>4</sup> crore in the year 2019.
- v. The FM (Frequency Modulation) radio broadcasting sector has also registered an impressive growth. As reported by the private FM Radio broadcasters, there were 368<sup>2</sup> private FM radio stations operational at the end of March, 2020, besides the public service broadcaster- All India Radio (AIR). As regards Community Radio Stations, reported by the Ministry of Information and Broadcasting (MIB), out of the 352<sup>2</sup> licenses issued at the end of March, 2020 for the setup of such stations, 290<sup>2</sup> community radio stations have become operational. The reported advertisement revenues by the private FM Radio broadcasters have fallen from ₹ 2381.51<sup>2</sup> crore in year 2018-19 to ₹ 1902.75<sup>2</sup> crore in the year 2019-20.

<sup>4</sup>FICCI EY Report 2020 titled "The era of consumer A.R.T - India's Media & Entertainment sector" (March 2020)





## **PART - I**

# **POLICIES AND PROGRAMMES**



## (A) REVIEW OF GENERAL ENVIRONMENT IN THE TELECOM SECTOR

1.1 At the end of financial year 2019-20, the overall telecom subscriber base has declined to 1177.97 million as compared to 1183.51 Million at the end of financial year 2018-19 registering a decline of 5.54 million subscribers. The overall subscriber base and tele-density is depicted in **Table-1**.

**Table-1: Overall Subscriber base and Tele-density**

Particulars	Wireless	Wireline	Total (Wireless+Wireline)
Total Subscribers (Million)	1157.75	20.22	1177.97
Urban Subscribers (Million)	638.48	17.97	656.46
Rural Subscribers (Million)	519.27	2.24	521.51
Overall Tele-density	85.87%	1.50%	87.37%
Urban Tele-density	138.41%	3.90%	142.31%
Rural Tele-density	58.54%	0.25%	58.79%
Share of Urban Subscribers	55.15%	88.91%	55.73%
Share of Rural Subscribers	44.85%	11.09%	44.27%
No. of Internet Subscribers (Million)	720.78	22.42	743.19
No. of Broadband Subscribers (Million)	668.27	19.18	687.44

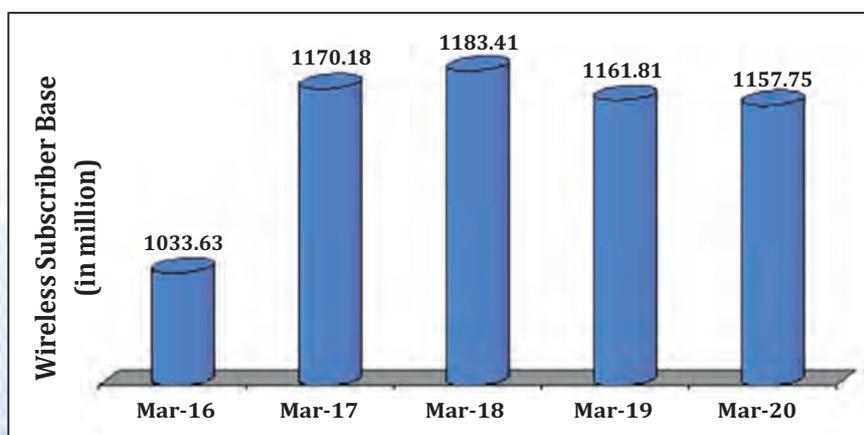
The details of subscriber base in wireless & wireline segments; requests for Mobile Number Portability (MNP); Tele-density; Internet subscribers and Quarterly Telecom Services Performance Indicators are explained in subsequent paragraphs.

### (a) Wireless

1.1.1 The wireless subscriber base was 1157.75 million in comparison to the subscriber base of 1161.81 million as on 31<sup>st</sup> March, 2019 registering a decrease of 4.06 million subscribers during the financial year 2019-20. The status of wireless subscriber base during the last 5 years is depicted in **Figure-1**.

**Figure-1: Wireless Subscriber Base for the last five years since March, 2016**

(in million)



## (b) Mobile Number Portability

1.1.2 During the year 2019-20, 58.92 Million subscribers have submitted their porting requests to different service providers for availing MNP facility. With this the Mobile Number Portability requests increased from 428.40 Million at the end of March, 2019 to 487.32 million at the end of March, 2020. The service area wise cumulative porting request at the end of March, 2020 is depicted in the following **Table-2**.

**Table-2: Service area wise cumulative porting requests at the end of March, 2020**

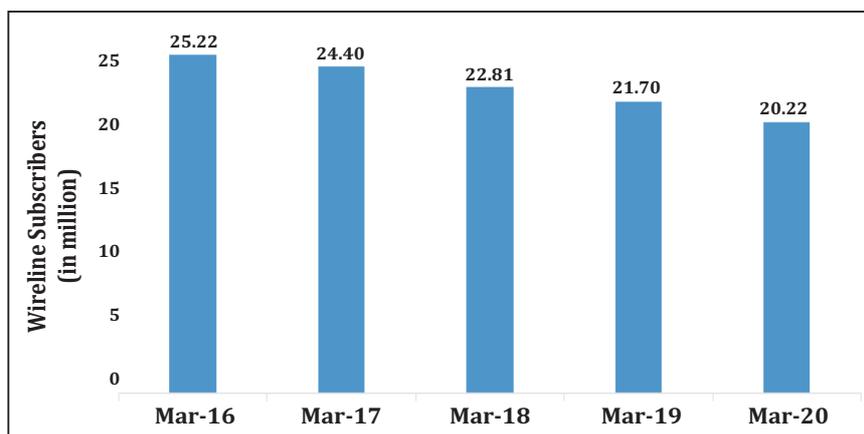
Cumulative MNP Requests (Service Area-wise) at the end of March, 2020				
	Service Area	MNP requests processed by		Total Number of Porting Requests
		Zone-I	Zone-II	
<b>ZONE-I</b>	Delhi	24,336,879	713,105	25,049,984
	Gujarat	32,237,782	331,521	32,569,303
	Haryana	17,168,664	325,928	17,494,592
	Himachal Pradesh	2,349,409	28,356	2,377,765
	Jammu & Kashmir	1,151,166	25,436	1,176,602
	Maharashtra	36,817,717	967,968	37,785,685
	Mumbai	23,629,859	417,889	24,047,748
	Punjab	17,799,162	984,350	18,783,512
	Rajasthan	37,120,048	258,414	37,378,462
	Uttar Pradesh (East)	27,863,858	252,989	28,116,847
	Uttar Pradesh (West)	22,311,132	254,567	22,565,699
<b>ZONE-II</b>	Andhra Pradesh	328,908	40,456,300	40,785,208
	Assam	41,743	3,656,753	3,698,496
	Bihar	559,487	19,649,015	20,208,502
	Karnataka	485,758	43,122,259	43,608,017
	Kerala	92,355	12,299,335	12,391,690
	Kolkata	105,594	11,299,277	11,404,871
	Madhya Pradesh	448,339	32,157,057	32,605,396
	North East	21,851	1,415,655	1,437,506
	Orissa	99,928	9,582,440	9,682,368
	Tamil Nadu	171,457	40,120,519	40,291,976
	West Bengal	173,762	23,692,674	23,866,436
	<b>Total</b>	<b>245,314,858</b>	<b>242,011,807</b>	<b>487,326,665</b>
	<b>Total (Zone-1 + Zone-2)</b>			

## (c) Wireline Services

1.1.3 The total wireline subscriber base as on 31<sup>st</sup> March, 2020 stood at 20.22 million as compared to 21.70 million subscribers on 31<sup>st</sup> March, 2019, registering a decline of 6.83% during the year

2019-20. Out of 20.22 million wireline subscribers, 17.97 million are urban subscribers and 2.24 million are rural subscribers. The wireline subscriber base for the last five years is depicted in **Figure-2:**

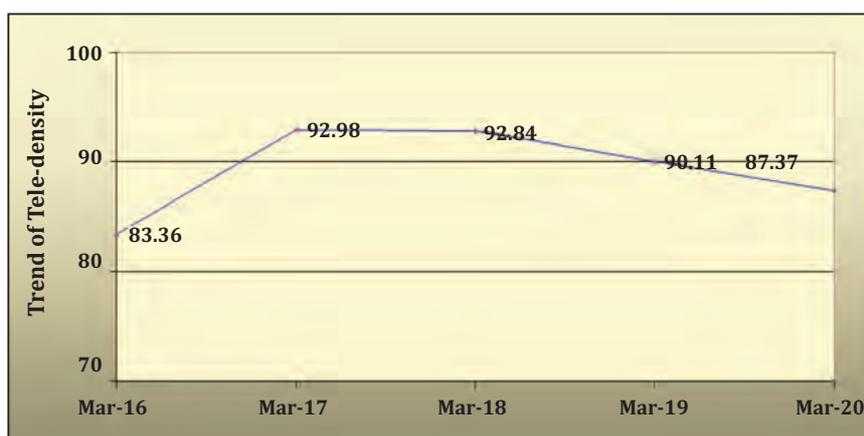
**Figure-2: Wireline subscribers during the last 5 years**



#### (d) Tele-density

1.1.4 The tele-density at the end of March, 2020 was 87.37 as compared to 90.11 at the end of previous year recording a decrease of 2.74%. The trend of tele-density since March, 2016 is depicted in **Figure-3.**

**Figure-3: Trend of Tele-density**



#### (e) Internet and Broadband subscribers

1.1.5.1 The Internet subscriber base in the country as on 31<sup>st</sup> March, 2020 stood at 743.19 million as compared to 636.72 million as on 31<sup>st</sup> March, 2019. The total broadband subscriber base of the country as on 31<sup>st</sup> March, 2020 is 687.44 million whereas it was 563.30 million on 31<sup>st</sup> March, 2019 registering an increase of approx. 22%.

The details of subscription as reported by the service providers in the country as on 31<sup>st</sup> March, 2020 is indicated in **Table-3**:

**Table – 3: Internet Subscribers**

*[Subscribers in Million]*

Segment		Category	Internet Subscribers		% Growth
			March, 2019	March, 2020	
A.	Wired	Broadband	18.422	19.176	4.09%
		Narrowband	3.257	3.241	-0.50%
		<b>Total</b>	<b>21.679</b>	<b>22.416</b>	<b>3.40%</b>
B.	Fixed Wireless (Wi-Fi, Wi-Max, Radio & VSAT)	Broadband	1.297	0.606	-53.32%
		Narrowband	0.008	0.006	-29.91%
		<b>Total</b>	<b>1.305</b>	<b>0.611</b>	<b>-53.17%</b>
	Mobile Wireless (Phone + Dongle)	Broadband	543.589	667.659	22.82%
		Narrowband	70.156	52.507	-25.16%
		<b>Total</b>	<b>613.745</b>	<b>720.166</b>	<b>17.34%</b>
<b>Total Internet Subscribers</b>		Broadband	563.308	687.441	22.04%
		Narrowband	73.421	55.753	-24.06%
		<b>Total</b>	<b>636.729</b>	<b>743.194</b>	<b>16.72%</b>

1.1.5.2 Quarter-wise Internet/Broadband subscription as reported by the service providers for 2019-2020 is at **Table-4**.

**Table-4: Quarter-wise Internet/Broadband Subscriber base of 2019-20**

*(Subscribers in Million)*

Service	June, 2019	September, 2019	December, 2019	March, 2020
Broadband	594.585	625.422	661.938	687.441
Narrowband	70.725	62.202	56.806	55.753

#### **(f) The Indian Telecom Services Performance Indicators**

1.1.6.1 TRAI has been bringing out a monthly press release on Telecom Subscription Data. This press release includes information on total subscriber base, Tele-density, Service Provider wise market share, Mobile Number Portability (MNP) requests, Peak VLR data, Net Additions during the month in wireless, wireline and broadband segments etc. The highlight of the press release on the Telecom Subscription data as on 31<sup>st</sup> March, 2020, are given at **Table-5**.

**Table-5: Highlights of Telecom Subscription Data as on 31<sup>st</sup> March, 2020**

Particulars	Wireless	Wireline	Total (Wireless+Wireline)
<b>Total Telephone Subscribers (Million)</b>	<b>1157.75</b>	<b>20.22</b>	<b>1177.97</b>
Net Addition in March, 2020 (Million)	-2.84	-0.04	-2.88
Monthly Growth Rate	-0.24%	-0.20%	-0.24%
<b>Urban Telephone Subscribers (Million)</b>	<b>638.48</b>	<b>17.97</b>	<b>656.46</b>
Net Addition in March, 2020 (Million)	-4.76	-0.01	-4.77
Monthly Growth Rate	-0.74%	-0.05%	-0.72%
<b>Rural Telephone Subscribers (Million)</b>	<b>519.27</b>	<b>2.24</b>	<b>521.51</b>
Net Addition in March, 2020 (Million)	1.92	-0.03	1.89
Monthly Growth Rate	0.37%	-1.46%	0.36%
<b>Overall Tele-density (%)</b>	<b>85.87%</b>	<b>1.50%</b>	<b>87.37%</b>
Urban Tele-density (%)	138.41%	3.90%	142.31%
Rural Tele-density (%)	58.54%	0.25%	58.79%
Share of Urban Subscribers	55.15%	88.91%	55.73%
Share of Rural Subscribers	44.85%	11.09%	44.27%
<b>Broadband Subscribers (Million)</b>	<b>668.26</b>	<b>19.18</b>	<b>687.44</b>

- ❖ In the month of March, 2020, 5.74 million subscribers submitted their requests for Mobile Number Portability (MNP). With this, the cumulative MNP requests increased from 481.59 million at the end of February, 2020 to 487.33 million at the end of March, 2020, since implementation of MNP.
- ❖ Number of active wireless subscribers (on the date of peak VLR#) in March, 2020 was 989.10 million.

**Note:**

- Information in the above table is based on the data provided by the Service Providers
- \* Based on the data of Census of India 2011, Population Projections for India and States, 2011 - 2036.
- # VLR is acronym of Visitor Location Register. The dates of peak VLR for various TSPs are different in different service areas.

1.1.6.2 TRAI has also been publishing a Quarterly Report on 'The Indian Telecom Services Performance Indicators'. This report presents the key parameters and growth trends for Telecom & Broadcasting services. A summary of the telecom service performance indicators for the abovementioned period is illustrated in **Table - 6**.

**Table-6 - Performance Indicator (Data as on 31<sup>st</sup> March, 2020)**

<b>Telecom Subscribers (Wireless + Wireline)</b>	
Total Subscribers	1,177.97 Million
% change over the previous quarter	0.47%
Urban Subscribers	656.46 Million
Rural Subscribers	521.51 Million
Market share of Private Operators	88.54%
Market share of PSU Operators	11.46%
Tele-density	87.37
Urban Tele-density	142.31
Rural Tele-density	58.79
<b>Wireless Subscribers</b>	
Total Wireless Subscribers	1,157.75 Million
% change over the previous quarter	0.55%
Urban Subscribers	638.48 Million
Rural Subscribers	519.27 Million
Market share of Private Operators	89.36%
Market share of PSU Operators	10.64%
Tele-density	85.87
Urban Tele-density	138.41
Rural Tele-density	58.54
Total Wireless Data Usage during the quarter	23403 million GB
Number of Public Mobile Radio Trunk Services (PMRTS)	66,576
Number of Very Small Aperture Terminals (VSAT)	3,00,686
<b>Wireline Subscribers</b>	
Total Wireline Subscribers	20.22 Million
% change over the previous quarter	-3.74%
Urban Subscribers	17.97 Million
Rural Subscribers	2.24 Million
Market share of Private Operators	41.53%
Market share of PSU Operators	58.47%
Tele-density	1.50
Urban Tele-density	3.90
Rural Tele-density	0.25
No. of Village Public Telephones (VPT)	67,762
No. of Public Call Office (PCO)	1,77,525

<b>Telecom Financial Data</b>	
Gross Revenue (GR) during the quarter	₹ 67,533.74 Crore
% change in GR over the previous quarter	5.91%
Adjusted Gross Revenue (AGR) during the quarter	₹ 44,940.32 Crore
% change in AGR over the previous quarter	9.94%
Share of Public sector undertakings in Access AGR	7.91%
Monthly Average Revenue Per User (ARPU) for Access Services	₹ 97.64
<b>Internet/Broadband Subscribers</b>	
Total Internet Subscribers	743.19 Million
% change over previous quarter	3.40%
Narrowband subscribers	55.75 Million
Broadband subscribers	687.44 Million
Wired Internet Subscribers	22.42 Million
Wireless Internet Subscribers	720.78 Million
Urban Internet Subscribers	457.23 Million
Rural Internet Subscribers	285.97 Million
Total Internet Subscribers per 100 population	55.12
Urban Internet Subscribers per 100 population	99.12
Rural Internet Subscribers per 100 population	32.24
<b>Broadcasting &amp; Cable Services</b>	
Number of private satellite TV channels permitted by the Ministry of I&B for uplinking only/downlinking only/both uplinking and downlinking	926
Number of Pay TV Channels as reported by broadcasters	333
Number of private FM Radio Stations (excluding All India Radio)	368
Number of total active subscribers with pay DTH operators	70.26 Million
Number of Operational Community Radio Stations	290
Number of pay DTH Operators	4
<b>Revenue &amp; Usage Parameters</b>	
Monthly ARPU of Wireless Service (GSM including LTE)	Rs. 91.49
Minutes of Usage (MOU) per subscriber per month - Wireless Service (GSM including LTE)	750 Minutes
Total Outgoing Minutes of Usage for Internet Telephony	181.34 Million
<b>Wireless Data Usage</b>	
Average Wireless Data Usage per wireless data subscriber per month	11 GB
Average revenue realization per subscriber per GB wireless data during the quarter	11.23

## (B) REVIEW OF POLICIES AND PROGRAMMES

1.2 Since its inception, TRAI's objective has been to create and nurture conditions for orderly growth of the telecom sector in the country in a manner and at a pace which will enable India to play a leading role in the emerging global information society. In pursuance of this objective, TRAI has initiated and implemented various policies and programmes over the period. A review of the following key policies and programmes of TRAI in respect of telecom sector is provided below:

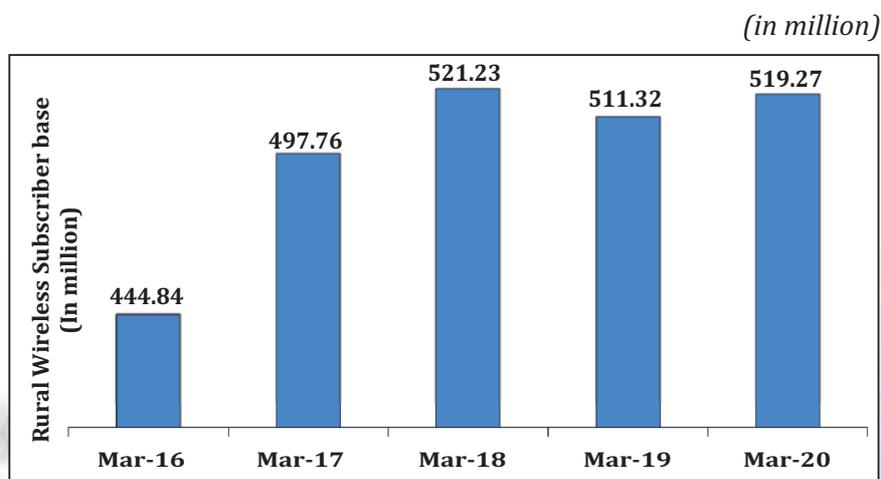
- (a) Rural Telephone Network;
- (b) Expansion of Telephone Network;
- (c) Entry of private sector in both basic and value-added service;
- (d) Technical compatibility and effective interconnection between service providers;
- (e) Telecommunication technology;
- (f) Implementation of National Telecom Policy;
- (g) Quality of Service; and
- (h) Universal Service Obligation

### 1.2.1 Rural Telephone Network

#### Wireless

1.2.1.1 As on 31<sup>st</sup> March, 2020, the Wireless rural [Mobile and WLL (F)] subscribers increased from 511.32 million as on 31<sup>st</sup> March, 2019 to 519.27 Million at the end of 31<sup>st</sup> March, 2020. The share of rural subscribers is now 44.85% of total wireless subscribers. The rural wireless subscriber base since March, 2016 is indicated in **Figure-4**. The service provider wise rural wireless subscriber base & their market shares are shown in **Table-7** and **Figure-5**.

**Figure-4: Rural Wireless Subscriber Base since March, 2016**



**Table-7: Service Provider-wise Rural Wireless Subscribers and Market Share**

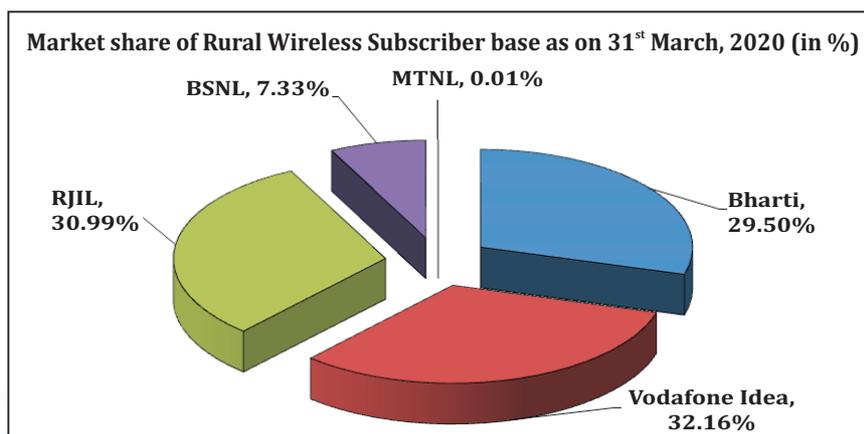
Sl. No.	Wireless Group	Subscribers as on (in million)		Rural Subscribers as on (in million)		Market Share of Rural Subscribers as on	
		March, 2019	March, 2020	March, 2019	March, 2020	March, 2019	March, 2020
1.	RJIL	306.72	387.52	116.32	160.94	22.75%	29.98%
2.	Bharti Airtel	325.18	327.81	149.14	153.18	29.17%	28.67%
3.	Vodafone Idea	394.84*	319.17	207.15*	167.02	40.51%*	33.98%
4.	BSNL	115.74(@)	119.87	36.59	38.09	7.16%	7.36%
5.	MTNL	3.45	3.36	0.05	0.05	0.01%	0.01%
6.	RCL&	0.02	0.0178	0.00	--	0.00	--
7.	Tata^	15.85	--	2.08	--	0.41%	--
	<b>Total</b>	<b>1161.81</b>	<b>1157.75</b>	<b>511.32</b>	<b>519.28</b>	<b>100.00</b>	<b>100.00</b>

Source: As provided by TSPs

**Note:**

- (\*) M/s Vodafone and M/s Idea Cellular merged their commercial service w.e.f 31<sup>st</sup> August, 2018.
- (@) The HLR figure reported by M/s BSNL VNO's for Tamil Nadu Circle is included with BSNL GSM in Tamil Nadu Circle.
- (&) M/s RCL/RTL have stopped providing retail services, however, are continuing to provide B2B services.
- (^) M/s TATA have merged with M/s Bharti Airtel w.e.f 6<sup>th</sup> February, 2020.

**Figure-5: Market share of Rural Wireless Subscriber base as on 31<sup>st</sup> March, 2020 (in %)**



**Wireline Services**

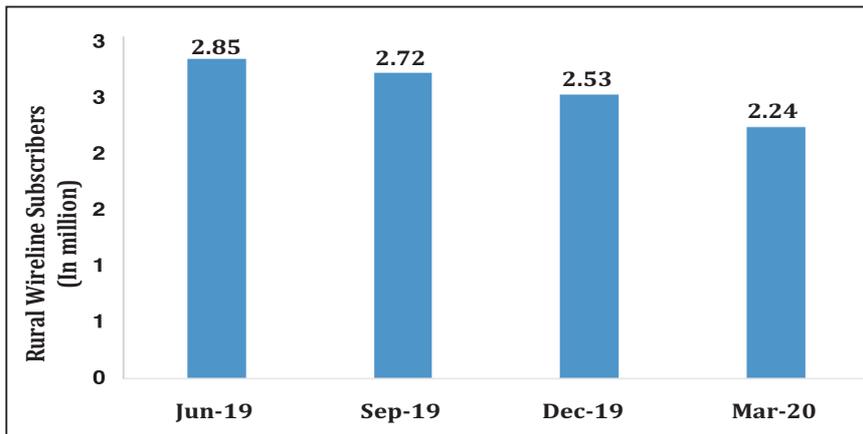
1.2.1.2 As on 31<sup>st</sup> March, 2020 the rural wireline subscriber base stood at 2.24 million as compared to 3.02 million at the end of 31<sup>st</sup> March, 2019, registering a decline of 25.84% over the year. The service provider-wise wireline subscriber base and their market share are shown in **Table-8**.

**Table-8: Service Provider-wise Rural Wireline Subscriber Base and Market Share**

Sl. No.	Wireline Group	Total Wireline Subscribers		Rural Wireline Subscribers		Market Share of Rural Wireline Subscribers (in %)	
		Mar-19	Mar-20	Mar-19	Mar-20	Mar-19	Mar-20
1	BSNL	1,11,67,679	87,27,103	29,28,367	21,58,197	96.82%	96.21%
2	MTNL	32,43,640	30,93,800	-	-	-	-
3	Bharti	41,74,125	43,92,581	-	-	-	-
4	Quadrant	2,21,854	1,82,269	45,572	35,478	1.51%	1.58%
5	TATA	18,26,083	17,70,108	49,280	45,723	1.63%	2.04%
6	Reliance	7,30,429	5,05,605	1,444	945	0.05%	0.04%
7	Vodafone	3,32,526	4,55,944	-	-	-	-
8	Reliance Jio	-	10,90,677	-	2,838	-	0.13%
	<b>Total</b>	<b>2,16,96,336</b>	<b>2,02,18,087</b>	<b>30,24,663</b>	<b>22,43,181</b>	<b>100.00%</b>	<b>100.00%</b>

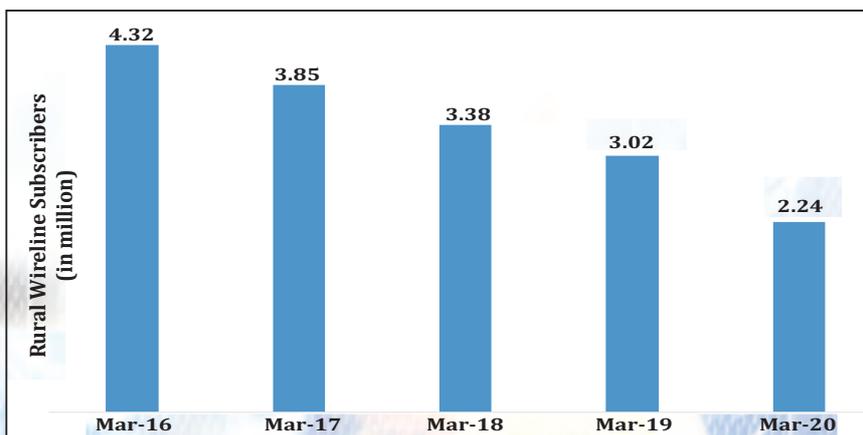
(ii) The status of Rural wireline subscribers for last four quarters is depicted in **Figure-6**

**Figure-6: Bar chart showing Rural wireline subscribers**



(iii) The status of Rural wireline subscribers during the last five financial years is depicted in **Figure-7**.

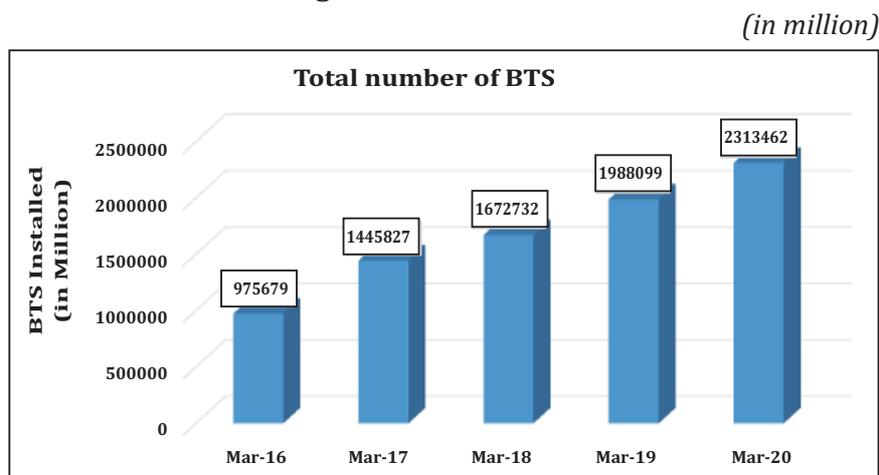
**Figure-7: Bar Chart showing Rural wireline subscribers during 2016-2020**



### 1.2.2 Expansion of Telephone Network

There has been a substantial expansion in telecom networks in the country during the last five years, which can be seen by the increasing number of Base Transceiver Stations (BTS) installed by the telecom service providers. The yearly trend of total number of BTS, which includes 2G, CDMA, 3G and 4G BTS, from March, 2016 to March, 2020, can be seen in the **Figure-8**. During the last financial year, the number of BTS have increased from 1988099 to 2313462, i.e the telecom networks have expanded at a rate of 16.4%.

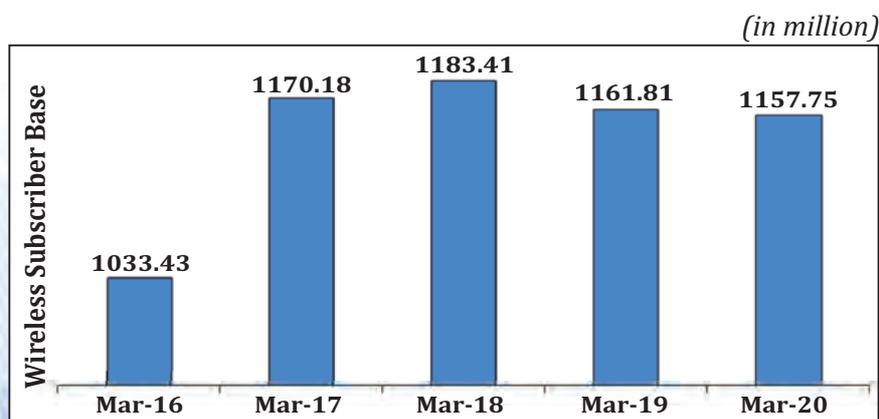
**Figure-8: BTS installed**



### Wireless Services

1.2.2.1 The Wireless Subscriber base is 1157.75 million as on 31<sup>st</sup> March, 2020 in comparison to the subscriber base of 1161.81 million as on 31<sup>st</sup> March, 2019. The subscriber base declined by 4.06 million subscribers during the financial year 2019-20. The total subscriber base of wireless services has been steadily growing and had reached 1183.41 million in March, 2018. Thereafter, there has been, however, a declining trend since 2019 and the wireless subscriber base has moderately declined to 1157.75 million at the end of March, 2020. The trend of subscriber base from March, 2016 to March, 2020 is depicted in **Figure-9**.

**Figure-9: Subscriber base of wireless Operators**



The subscriber base of individual wireless service providers from 2015-16 to 2019-20 along with their percentage growth over the financial year 2018-19 is given in the **Table-9**.

The market share of different mobile operators as on 31<sup>st</sup> March, 2020 is displayed in **Figure-10**.

**Table-9: Subscriber Base of Wireless Services from 2015-16 to 2019-20**

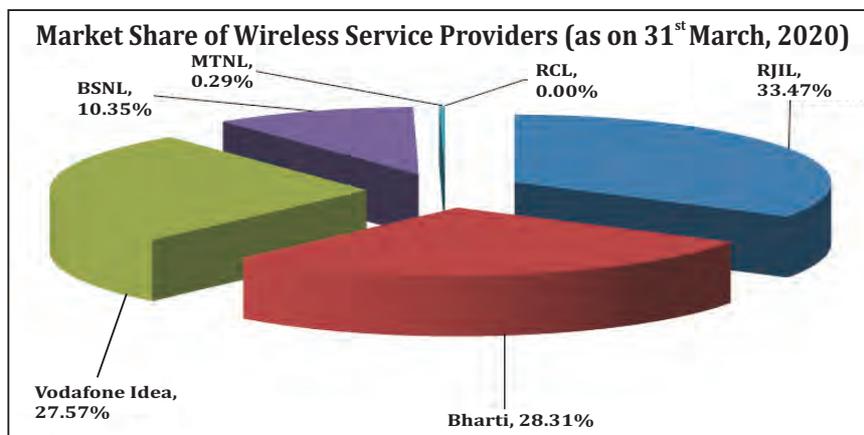
(Subscriber base in million)

Service Providers	2015-16	2016-17	2017-18	2018-19	2019-20	%age growth/reduction over FY 2018-19
Reliance JIO (*)	-	108.68	186.56	306.72	387.52	26.34%
Bharti	251.24	273.65	304.19	325.18	327.81(\$)	0.81%
Vodafone	197.95	209.06	222.70	394.84(^)	319.17(^)	-19.16%
Idea	175.07	195.37	211.21			
BSNL	86.35	100.99	111.68	115.74(~)	119.87(~)	
MTNL	3.56	3.63	3.56	3.45	3.36	3.57%
RCOM/RTL(#)	102.41	83.50	0.19	0.02	0.0178	-2.61%
Aircel(+)	87.09	90.90	74.15	--	--	-11.00%
Tata	60.10	48.99	31.19	15.85	--	
Telenor	52.45	50.49	37.98	0.00(\$)	--	
Sistema(&)	7.69	4.91	-	-		
Videocon(@)	6.56	-	-	-		
Quadrant(@)	3.16	-	-	-		
<b>Total</b>	<b>1033.63</b>	<b>1170.18</b>	<b>1183.41</b>	<b>1161.81</b>	<b>1157.75</b>	<b>-0.35%</b>

*Source: Service Providers*

- (\*) M/s Reliance Jio Infocomm Ltd launched their commercial services in 2016-17
- (\$) M/s Telenor and M/s TATA have merged with M/s Bharti Airtel w.e.f 14<sup>th</sup> May, 2018 and 6<sup>th</sup> February, 2020 respectively
- (^) M/s Vodafone and M/s Idea Cellular merged their commercial service w.e.f 31<sup>st</sup> August, 2018
- (~) The subscriber base of M/s BSNL includes subscribers of VNO service providers also.
- (@) M/s Videocon and M/s Quadrant discontinued its services in 2016-17
- (&) The services of M/s Sistema Shyam Ltd. have been taken over by M/s RCOM/RTL in 2017-18
- (+) M/s Aircel has stopped providing commercial services since April, 2018 as it has filed insolvency in the NCLT.

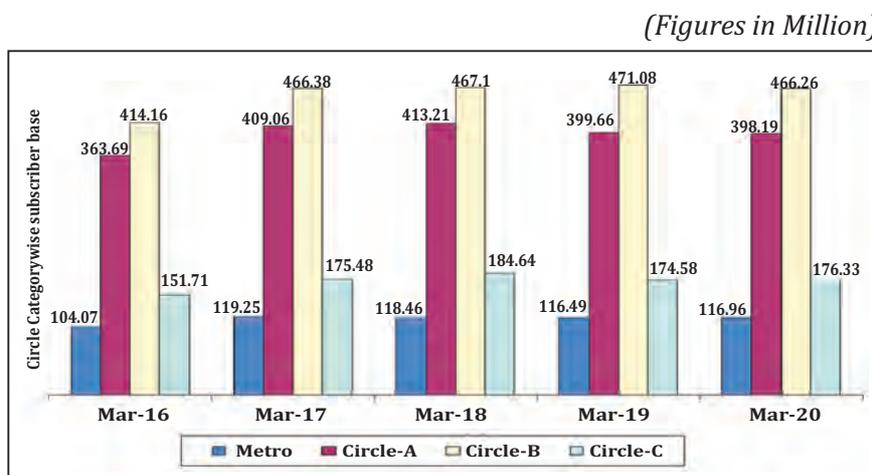
**Figure-10: Market Share of Wireless Service Providers (as on 31<sup>st</sup> March, 2020)**



In terms of subscriber base, M/s Reliance Jio Infocom Ltd was the largest service provider with 387.52 million subscribers; followed by M/s Bharti Airtel Ltd, M/s VodafoneIdea Ltd and M/s BSNL with 327.81 million, 319.17 million and 119.87 million respectively.

The subscriber base for Wireless services in different categories of service areas for the period March 2016 to March, 2020 is indicated graphically in **Figure-11**.

**Figure-11: Circle-Category wise subscriber base for Wireless Services from March, 2016 to March, 2020**



The list of service providers those have been licensed to provide Wireless Access Service in various service areas is given in **Table-10**.

**Table-10: Wireless Service Providers as on 31<sup>st</sup> March 2020**

Sl. No.	Service Providers	Service Areas	Licensed Service Area
1	Bharti Airtel Group	22	All India
2	Reliance Communications Ltd., /Reliance Telecom Ltd.	All India	(except Assam & North East) /Kolkata, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar, Odisha, Assam & North East
3	Vodafone Idea Ltd	22	All India
4	BSNL	20	All India except Delhi & Mumbai
5	MTNL	2	Delhi, Mumbai
6	Reliance Jio Infocomm Ltd	22	All India

*Source: DoT Website.*

**UL (Virtual Network Operators) (VNO) Access Services licensees who are providing services as on 31<sup>st</sup> March, 2020**

Sl. No	Service Providers	Service Areas	Licensed Service Area
1	ADPAY Mobile Payment India Pvt. Ltd.	1	Tamil Nadu including Chennai
2	Surftelecom Pvt Ltd (formerly Plintron India Pvt. Ltd.)	22	All India

*Source: As reported by TSP*

### Wireline Services

1.2.2.2 The Service Provider wise break-up of wireline subscribers of 20.22 million as on 31<sup>st</sup> March, 2020, is shown in **Table-11** and the break-up in terms of rural and urban subscriber is shown in **Table-12**. The incumbents BSNL and MTNL have 43.16% and 15.30% market share respectively in the wireline subscriber base, while all the six private operators together have 41.53% share. The share of private operators has increased from 33.58% as on 31<sup>st</sup> March, 2019 to 41.53% as on March, 2020, registering an increase of 7.95%.

**Table-11: Service Provider wise details of Wireline Subscriber base as on 31<sup>st</sup> March, 2020**

Sl. No.	Name of the Service Provider	Area of Operation	Subscriber Base (Wireline)
1	BSNL	All India except Delhi & Mumbai	87,27,103.00
2	MTNL	Delhi & Mumbai	30,93,800.00
3	Bharti Airtel Ltd	Telangana, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chhattisgarh), Chhattisgarh, Maharashtra (excluding Mumbai), Mumbai, Punjab, Rajasthan, Tamil nadu (excluding Chennai), Chennai, UP-East and UP-West (excluding Uttarakhand).	43,92,581.00
4	Quadrant Televentures Ltd.	Punjab	1,82,269.00
5	Reliance Communications Ltd.	Andhra Pradesh (excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chattisgarh), Chattisgarh, Maharashtra (Excluding Mumbai & Goa) Goa, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu (excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	5,05,605.00
6	Reliance Jio Infocomm Ltd.	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Maharashtra (Excluding Mumbai), Mumbai, Manipur, Meghalaya, Mizoram, Nagaland, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	10,90,677.00
7	Tata Teleservices Ltd. & Tata Teleservices (Maharashtra) Ltd.	Andhra Pradesh (Excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Maharashtra (excluding Mumbai & Goa), Goa, Mumbai Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	17,70,108.00

8	Vodafone Idea Ltd	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Maharashtra (Excluding Mumbai & Goa), Goa, Mumbai Meghalaya, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	4,55,944.00
	<b>TOTAL</b>		<b>2,02,18,087</b>

Source: As per data furnished by the TSPs.

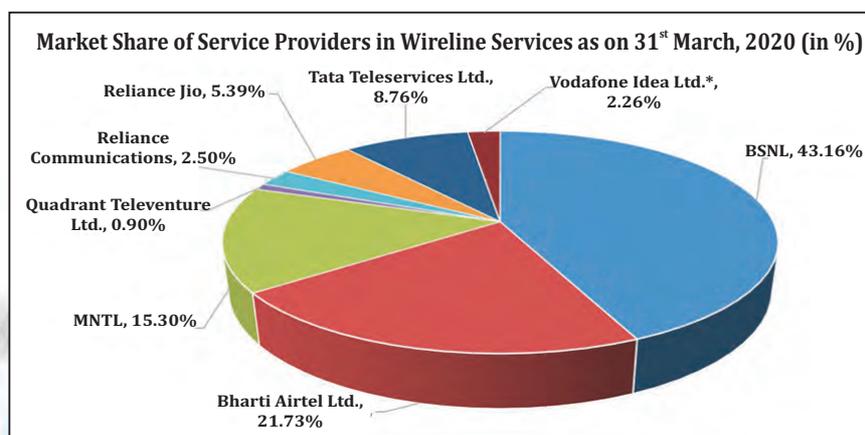
**Table-12: Wireline Subscriber Base of Service Providers as on 31<sup>st</sup> March, 2020**

Sl. No.	Service Provider	Urban Subscribers	Rural Subscribers	Total Wireline Subscribers
1	BSNL	65,68,906	21,58,197	87,27,103
2	MTNL	30,93,800	-	30,93,800
3	Bharti Airtel Ltd.	43,92,581	-	43,92,581
4	Quadrant Televentures	1,46,791	35,478	1,82,269
5	Tata Teleservices Ltd.	17,24,385	45,723	17,70,108
6	Reliance Communications Ltd.	5,04,660	945	5,05,605
7	Vodafone	4,55,944	-	4,55,944
8	Reliance Jio	10,87,839	2,838	10,90,677
	<b>Total</b>	<b>1,79,74,906</b>	<b>22,43,181</b>	<b>2,02,18,087</b>

### Share of Service Providers in Wireline subscribers

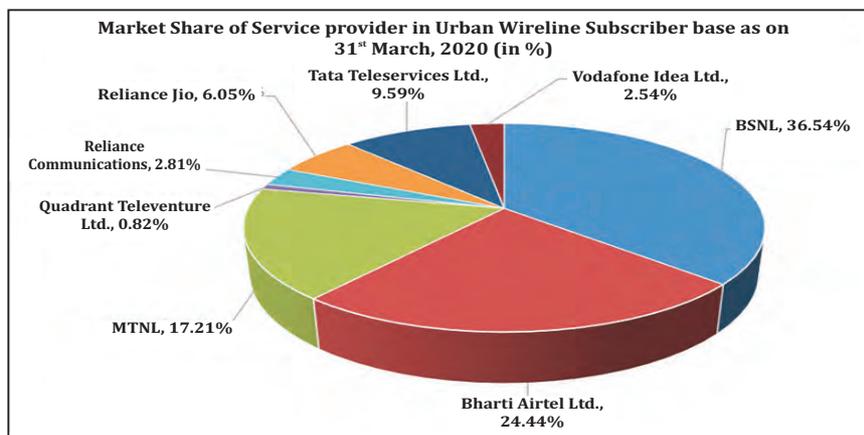
1.2.2.3 About half of total wireline subscribers are connected to the networks of BSNL/MTNL and the remaining wireline connections are provided by different private service providers. The market share of different service providers in total wireline subscriber base is shown in **Figure-12**.

**Figure-12: Composition of share of Service Providers**



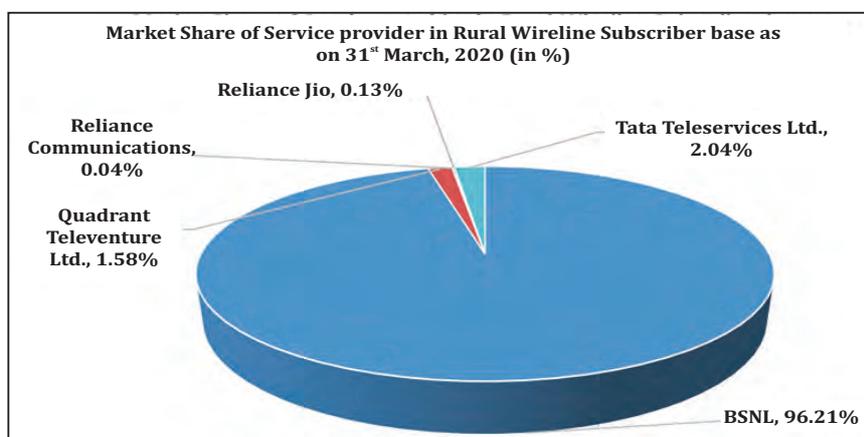
- (ii) As on 31<sup>st</sup> March, 2020 the total urban wireline subscribers were 17.97 million, out of which about 53.75% of market share are provided by BSNL/MTNL. The market share of different wireline service providers in urban areas is depicted in **Figure-13**.

**Figure-13: Composition of share of Wireline Subscriber Base in Urban areas**



- (iii) As on 31<sup>st</sup> March, 2020, the total rural wireline subscribers were 2.24 million. The market share of different wireline service providers in rural areas is depicted in the **Figure-14**:-

**Figure-14: Composition of share of Service Providers in Rural areas**



### Public Call Offices (PCOs):

- 1.2.2.4 As on 31<sup>st</sup> March, 2020, the total number of Public Call Offices (PCOs) was 0.17 million as compared to 0.26 million as on 31<sup>st</sup> March, 2019. The number of PCOs provided by BSNL, MTNL and Private Operators is indicated in **Table-13**:-

**Table-13: Public Call Offices in India**

S. No.	Name of the Service Provider	As on 31 <sup>st</sup> March, 2019	As on 31 <sup>st</sup> March, 2020
1	BSNL	1,73,234	1,05,003
2	MTNL	70,727	62,464
3	Private Operators	11,307	10,058
	<b>Total</b>	<b>2,55,268</b>	<b>1,77,525</b>

### Village Public Telephones (VPTs):

1.2.2.5 As on 31<sup>st</sup> March, 2020, the total number of Village Public Telephones (VPTs) provided by the service providers were 0.68 lakh as against 1.30 lakh as on 31<sup>st</sup> March, 2019. **Table-14** provides the number of VPTs functioning in the country.

**Table-14: Village Public Telephones in India**

S. No.	Name of the Service Provider	As on 31 <sup>st</sup> March, 2019	As on 31 <sup>st</sup> March, 2020
1	BSNL	1,30,376	67,762
	<b>Total</b>	<b>1,30,376</b>	<b>67,762</b>

### Equipped Switching Capacity:

1.2.2.6 As on 31<sup>st</sup> March, 2020, the service provider-wise total equipped switching capacity and working connections are shown in **Table-15** which explains the status of telecom network.

**Table-15: Service Provider wise Equipped switching capacity**

Sl. No.	Name of the Service Provider	Service Area	As on 31 <sup>st</sup> March, 2020	
			Equipped Switching Capacity (Number of Lines)	Working Connections
1	Bharti Airtel Ltd.	Telangana, Delhi, Gujarat, Haryana, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chhattisgarh), Chhattisgarh, Maharashtra (excluding Mumbai), Mumbai, Punjab, Rajasthan, Tamilnadu (excluding Chennai), Chennai, UP-East and UP-West(excluding Uttarakhand).	89,54,960	43,92,581
2	Bharat Sanchar Nigam Ltd.	All India except Delhi & Mumbai	2,65,56,117	87,27,103
3	Mahanagar Telephone Nigam Ltd.	Delhi & Mumbai	48,81,215	30,93,800
4	Quadrant Televentures Ltd.	Punjab	4,73,835	1,82,269
5	Reliance Communications Ltd.	Andhra Pradesh (excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (excluding Chattisgarh),Chattisgarh, Maharashtra (Excluding Mumbai & Goa) Goa, Mumbai, Orissa, Punjab, Rajasthan, Tamilnadu (excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand),	26,68,000	5,05,605

Sl. No.	Name of the Service Provider	Service Area	As on 31 <sup>st</sup> March, 2020	
			Equipped Switching Capacity (Number of Lines)	Working Connections
		Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)		
6	Reliance Jio Infocomm Ltd.	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Maharashtra (Excluding Mumbai), Mumbai, Manipur, Meghalaya, Mizoram, Nagaland, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	2,39,28,000	10,90,677
7	Tata Teleservices Ltd. & Tata Teleservices (Maharashtra) Ltd.	Andhra Pradesh (Excluding Telangana), Telangana, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Maharashtra (excluding Mumbai & Goa), Goa, Mumbai Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), Chennai, UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	33,42,994	17,70,108
8	Vodafone	Andhra Pradesh (Excluding Telangana), Telangana, Assam, Bihar (Excluding Jharkhand), Jharkhand, Delhi, Gujarat, Haryana, Himachal Pradesh, Karnataka, Kerala, Kolkata, Madhya Pradesh (Excluding Chattisgarh), Chattisgarh, Maharashtra (Excluding Mumbai & Goa), Goa, Mumbai Meghalaya, Orissa, Punjab, Rajasthan, Tamilnadu (Excluding Chennai), UP-East, UP-West (Excluding Uttarakhand), Uttarakhand and West Bengal (Excluding Andaman & Nicobar and Sikkim)	5,30,000	4,55,944

**Source: As per report furnished by the Service Providers.**

## Internet and Broadband Subscribers

1.2.2.7 The Internet subscriber base in the country as on 31<sup>st</sup> March, 2020 stood at 743.194 million as compared to 636.729 million as on 31<sup>st</sup> March, 2019 (almost 17% increase over last year). The total broadband subscriber base of the country as on 31<sup>st</sup> March, 2020 is 687.441 million whereas it was 563.308 million on 31<sup>st</sup> March, 2019 registering an increase of approx. 22%.

The details of subscription as reported by the service providers in the country as on 31<sup>st</sup> March, 2020 is indicated in **Table-16**.

**Table-16: Details of Internet and Broadband Subscribers**

*[Subscribers in Million]*

	Segment		Category	Internet Subscribers		%
				March, 2019	March, 2020	Growth
A.	Wired		Broadband	18.422	19.176	4.09%
			Narrowband	3.257	3.241	-0.50%
			<b>Total</b>	<b>21.679</b>	<b>22.416</b>	<b>3.40%</b>
B.	Wireless	Fixed Wireless (Wi-Fi, Wi-Max, Radio & VSAT)	Broadband	1.297	0.606	-53.32%
			Narrowband	0.008	0.006	-29.91%
			<b>Total</b>	<b>1.305</b>	<b>0.611</b>	<b>-53.17%</b>
	Mobile Wireless (Phone + Dongle)	Broadband	543.589	667.659	22.82%	
		Narrowband	70.156	52.507	-25.16%	
		<b>Total</b>	<b>613.745</b>	<b>720.166</b>	<b>17.34%</b>	
Total Internet Subscribers			Broadband	563.308	687.441	22.04%
			Narrowband	73.421	55.753	-24.06%
			<b>Total</b>	<b>636.729</b>	<b>743.194</b>	<b>16.72%</b>

1.2.2.8 Quarter-wise Internet/Broadband subscription as reported by the service providers for 2019-20 is at **Table-17**.

**Table-17: Quarter-wise Internet/Broadband Subscribers**

*(Subscribers in Million)*

Service	June, 2019	September, 2019	December, 2019	March, 2020
Broadband	594.585	625.422	661.938	687.441
Narrowband	70.725	62.202	56.806	55.753

### 1.2.3 Entry of Private Sector in basic and value-added service

1.2.3.1 UL (Virtual Network Operators) (VNO) Access Services licensees who are providing services as on 31<sup>st</sup> March, 2020 are depicted in **Table-18**.

**Table-18: UL (Virtual Network Operators) (VNO) Access Services licensees who are providing services as on 31<sup>st</sup> March, 2020**

Sl. No.	Service Providers	Service Areas	Licensed Service Area
1	ADPAY Mobile Payment India Pvt. Ltd.	1	Tamil Nadu including Chennai
2	Surftelecom Pvt Ltd (formerly Plintron India Pvt. Ltd.)	22	All India

*Source: As reported by TSP*

### 1.2.4 Technical Compatibility and effective interconnection with service providers

1.2.4.1 Under the TRAI Act, the Authority is mandated to fix the terms and conditions of interconnectivity and to ensure technical compatibility and effective interconnection between service providers. Interconnection lies at the core of the telecom business in a multi-operator environment. The terms and conditions of interconnection need to be regulated to ensure a level playing field among service providers. During the reporting period following Regulations were issued for effective interconnection between service providers:

**“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019”**

1.2.4.2 The Authority issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribed revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

The details of these Regulations are available in Part-II of the Report.

### 1.2.5 Telecommunication Technology

1.2.5.1 Department of Telecommunication (DoT) through its letter dated 1<sup>st</sup> July, 2019 had informed that the TRAI’s Recommendations “Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands” dated 1<sup>st</sup> August, 2018 have been considered by the Digital Communications Commission (DCC) and had sought clarification/reconsidered recommendations on some of the issues. After analyzing the views of the DoT, response of TRAI on these issues were sent to DoT on 8<sup>th</sup> July, 2019.

1.2.5.2 TRAI had released a White Paper on ‘Enabling 5G in India’ on 22<sup>nd</sup> February, 2019. With a view to provide a platform for the industry to deliberate on the potential 5G use cases and to exchange views on the commercial, regulatory and infrastructural issues that are imperative to facilitate the deployment of such use cases, a Workshop on ‘Enabling 5G in India’ was convened on 1<sup>st</sup> May, 2019. Further, seminars on ‘5G Technology’ and ‘Enabling 5G in India’ were organized on 29<sup>th</sup> August, 2019 and 24<sup>th</sup> January, 2020 at Bengaluru and Indore (MP), respectively, to deliberate on the possible course of actions related to the 5G technology.

### 1.2.6 Implementation of National Telecom Policy

1.2.6.1 Subsequent to the framing of the National Digital Communication Policy in September, 2018 (NDCP, 2018), DoT through its letter dated 8<sup>th</sup> May, 2019 had requested TRAI to provide its recommendations on the following strategies of the National Digital Communication Policy, 2018:

- (i) Encouraging innovative approaches to infrastructure creation and access including through resale and Virtual Network Operators (VNO);
- (ii) Reforming the licencing and regulatory regime to catalyse Investments and Innovation, and promote Ease of Doing Business by enabling unbundling of different layers (e.g. infrastructure, network, services and applications layer) through differential licensing;
- (iii) Simplifying and facilitating Compliance Obligations by reforming the Guidelines for Mergers & Acquisitions, 2014 to enable simplification and fast tracking of approvals;
- (iv) Simplifying and facilitating Compliance Obligations by creating a regime for fixed number portability to facilitate one nation – one number including portability of toll-free number, Universal Access numbers and DID numbers;
- (v) Ensuring adequate numbering resources, by developing a unified numbering plan for fixed line and mobile services.

In this regard, TRAI has taken several steps on several of these issues. The details are as follows:

- a) TRAI released a Pre-Consultation Paper on 'Enabling Unbundling of Different Layers Through Differential Licensing' on 9<sup>th</sup> December, 2019 seeking the comments of the stakeholders. After analyzing the comments received, TRAI felt that there is a need for further consultations. A Consultation Paper is being prepared for seeking the comments of the stakeholders.
- b) TRAI after following due consultation process sent its Recommendations on 'Reforming the Guidelines on Transfer / Mergers of Telecom Licenses' to DoT on 21<sup>st</sup> February, 2020. Details of these Recommendations are available in Part-II of the Annual Report.
- c) As regards the objective to facilitate 'one nation – one number'; TRAI analysed the various issues involved in the Fixed Number Portability implementation and it was felt that it may not yield proportionate returns to the operators and the expected benefits to the subscribers. Further, it would require substantial financial investment for its implementation. Therefore, TRAI through its letter dated 20<sup>th</sup> March, 2020 had furnished its views to the Department of Telecommunications that at this stage the requisite ecosystem is not available for implementation of Fixed Number Portability, and, therefore, implementation of Fixed Number Portability may be deferred for now and can be considered in future when the ecosystem of the telecom sector supports the conducive environment and requirement for its implementation.

### **1.2.7 Quality of Service (QoS)**

1.2.7.1 During the year 2019-20, the focus of monitoring of Quality of Service and disseminating information on QoS and curbing the spam had undergone a change with more focus on technology-based solutions.

### **1.2.8 Universal Service Obligation**

1.2.8.1 As per the Indian Telegraph Act 1885 (as amended in 2003 and 2006), Universal Service Obligation is defined as access to telegraph services to people in rural and remote areas at affordable and reasonable prices. In the present context, it may be said that Universal Service Obligation means providing telecommunication service to all users everywhere with a defined minimum service of specified quality at an affordable price.

Keeping this objective in mind, Universal Service Obligation Fund (USOF) was established on 1<sup>st</sup> April, 2002 under the Indian Telegraph (Amendment) Act 2003 (further amended in 2006), to provide financial support for the provision of telecom services in commercially unviable rural and remote areas of the country.

In its recommendations dated 19<sup>th</sup> December, 2016 on 'Encouraging Data usage in Rural Areas through Provisioning of Free Data', the Authority has recommended that in order to bridge the affordability gap for the persons residing in rural areas and to support Governments efforts towards cashless economy by incentivizing digital means, a scheme of providing free data of approx 100 MB per month to rural subscribers for free may be launched and the cost of implementation of the scheme may be met from USOF.

## (C) REVIEW OF GENERAL ENVIRONMENT IN THE BROADCASTING AND CABLE TV SECTOR

### Broadcasting and Cable TV Sector

1.3 The broadcasting sector consists of Television and Radio Services. At the end of March 2020, there are estimated 212<sup>1</sup> million TV households which are being served by cable TV services, DTH services, HITS services, IPTV services in addition to a terrestrial TV network of Doordarshan. The pay TV universe consists of around 103 million Cable TV subscribers, 70.26 million total active DTH subscribers<sup>2</sup>, 2.15 million HITS subscribers<sup>2</sup>.

The TV broadcasting sector encompasses 359 broadcasters<sup>3</sup>, out of which, 39 are pay broadcasters<sup>2</sup>. Further, there are 1648 Multi System Operators<sup>3</sup> (MSOs) registered with Ministry of Information and Broadcasting (MIB), an estimated 1,40,000 cable operators<sup>2</sup>, 1 HITS operator<sup>2</sup>, 4 pay DTH operators<sup>2</sup> and a few IPTV operators and, in addition to the public service broadcaster - Doordarshan, providing a free-to-air DTH service in India.

At present, there are 926 private satellite TV channels<sup>3</sup> permitted by Ministry of Information and Broadcasting at the close of financial year 2019-20, out of which, 235 are SD pay TV channels<sup>2</sup> and 98 are HD Pay TV channels<sup>2</sup>.

<sup>4</sup>India's television industry grew from ₹ 74,000<sup>4</sup> crore in the year 2018 to ₹ 78,800<sup>4</sup> crore in the year 2019, thereby registering a growth of around 6.48%. Subscription revenues account for a major share of the overall industry revenue. Subscription revenues rose from ₹ 43,500<sup>4</sup> crores in the year 2018 to ₹ 46,800<sup>4</sup> crore in the year 2019. On a similar note, advertisement revenues grew from ₹ 30,500<sup>4</sup> crore in the year 2018 to ₹ 32,000<sup>4</sup> crore in the year 2019.

The FM (Frequency Modulation) radio broadcasting sector has also registered an impressive growth. As reported by the private FM Radio broadcasters, there were 368<sup>2</sup> private FM radio stations operational at the end of March, 2020 besides the public service broadcaster- All India Radio (AIR). As regards Community Radio Stations, reported by the Ministry of Information and Broadcasting (MIB), out of the 352<sup>2</sup> licenses issued at the end of March 2020 for the setup of such stations, 290<sup>2</sup> community radio stations have become operational. The reported advertisement revenues by the private FM Radio broadcasters have fallen from ₹ 2381.51<sup>2</sup> crore in year 2018-19 to ₹ 1902.75<sup>2</sup> crore in the year 2019-20.

The broadcasting and cable TV services sector has exhibited consistent growth over the last two decades. The sector comprises of cable TV services, DTH services, terrestrial TV services, HITS services, IPTV services, and broadcast radio services. The FM radio services have also

<sup>1</sup> In the last Annual Report, the Authority used the data pertaining to TV households & Cable TV household as given in FICCI EY Reports based on BARC's Broadcast India survey to size the TV universe. However, FICCI EY Report 2020 provides only combined (Cable + DTH + HITS) households data and moreover no separate data for Cable TV, DTH and HITS households has been given. Therefore, the Authority has retained the data pertaining to number of Cable TV household (103 million) and Free TV household (36 million) from the FICCI EY Report 2019 titled "A billion screens of opportunity -India's Media & Entertainment sector". DTH and HITS subscription data, as on 31st March 2020, is provided by DTH and HITS service providers to the Authority. Accordingly, total number of TV households has been estimated.

<sup>2</sup> As reported to TRAI

<sup>3</sup> Source : MIB website <https://digitalindiamib.com/>

# total active subscribers include subscribers who have been inactive or temporarily suspended for not more than last 90 days

<sup>4</sup> FICCI EY Report 2020 titled "The era of consumer A.R.T - India's Media & Entertainment sector" (March 2020)

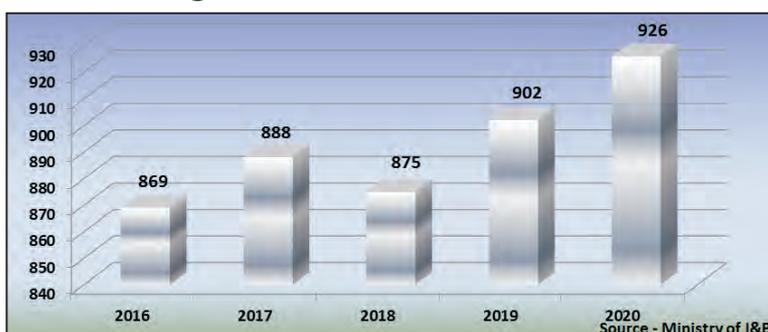
demonstrated consistent growth. Commensurate with the growth in the subscriber base, the number of platforms & service providers have also increased.

1.4 The present status of various services in the broadcasting sector is outlined as below:

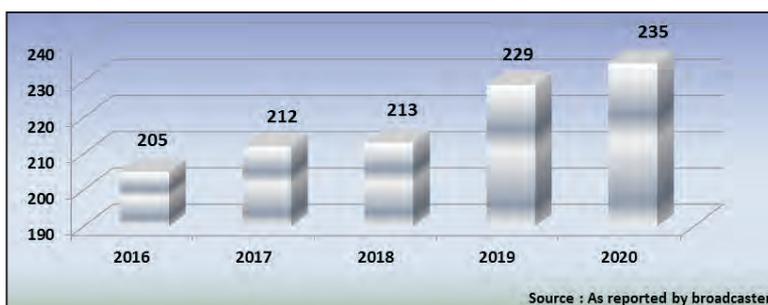
### Satellite TV Channels

1.4.1 The total number of satellite TV channels permitted by the Ministry of Information and Broadcasting has increased substantially from 869 in the year 2016 to 926 in the year 2020. **Figure-15** depicts the total number of TV channels year-wise figures during this period. The number of Standard Definition (SD) pay TV channels has grown from 205 in the year 2016 to 235 in 2020. **Figure-16** depicts year wise total number of SD Pay TV channels during this period. In the five years a substantial number of HD pay television channels have also been launched by the broadcasters. **Figure-17** depicts the year wise number of HD channels reported during this period. As on 31<sup>st</sup> March, 2020, there are a total of 98 operational HD channels. A list of broadcaster & their Pay TV channels (SD & HD) is at Annexure-I as a part of this report.

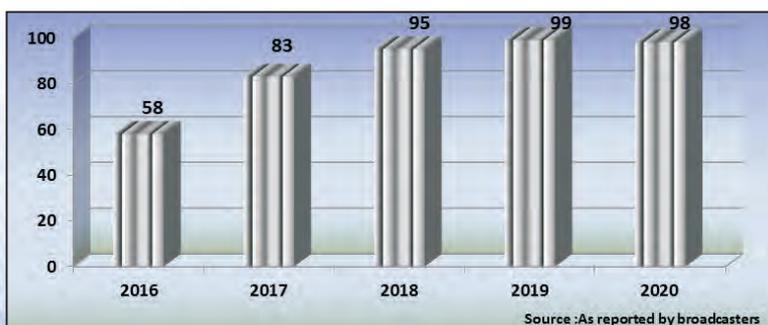
**Figure 15- : Annual growth in number of satellite TV channels in India**



**Figure-16: Annual Growth in numbers of SD satellite pay TV channels**



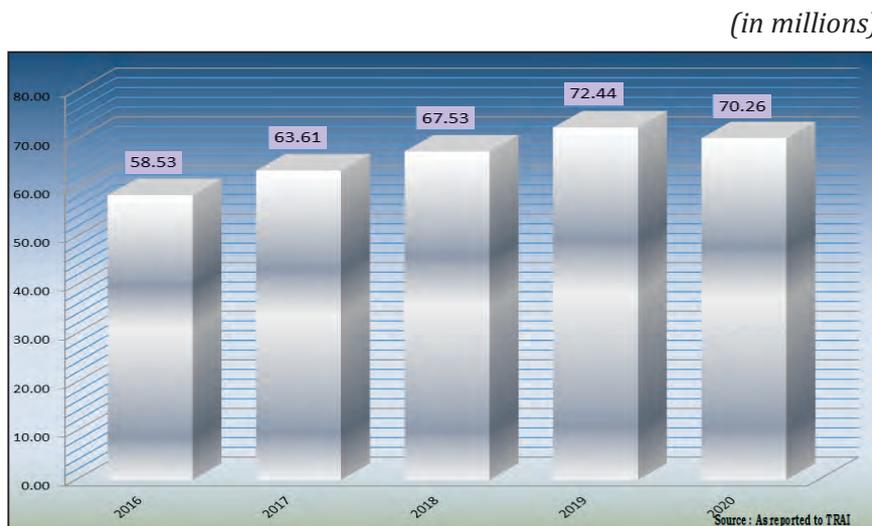
**Figure 17: Annual growth in number of HD satellite pay TV channels**



## DTH services

1.4.2 Since its introduction in the year 2003, Indian DTH service has displayed a phenomenal growth. Pay DTH has attained total active subscriber base of around 70.26 million. This is in addition to the subscribers of the DD Free Dish (free DTH services of Doordarshan). At the end of March, 2020, there are 4 pay DTH service providers catering to this subscriber base. A list of pay DTH operators is placed at Annexure-II. It is important to note that previously (upto March 2019) the subscription figure of total active subscribers included inactive and temporarily suspended subscribers for not more than last 120 days. However as per new regulatory framework of Broadcasting and Cable TV Services, the total active subscribers include subscribers who have been inactive or temporarily suspended for not more than last 90 days. This point has been duly clarified by the Authority in the Press Release no. 86/ 2019 dated 8<sup>th</sup> October, 2019 ([https://main.trai.gov.in/sites/default/files/PR\\_No.86of2019.pdf](https://main.trai.gov.in/sites/default/files/PR_No.86of2019.pdf)). Yearly growth of the sector in terms of its net active subscriber base is depicted in **Figure 18**:-

**Figure 18: Annual growth in total net active subscriber base of pay DTH sector**



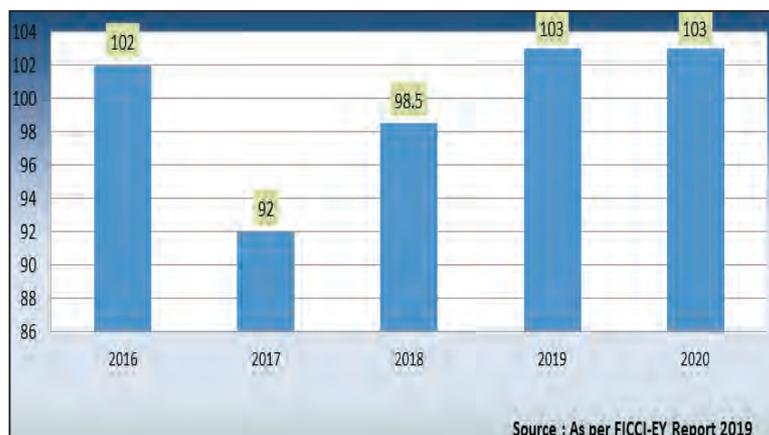
Apart from an increase in the availability of conventional TV channels, the pay DTH operators have continued to add several innovative offerings and value-added services (VAS) such as movie-on-demand, gaming, shopping, education etc.

## Cable TV Services

1.4.3 The Cable TV segment is the largest of the TV service sector with an estimated subscriber base of around 103 million subscribers. **Figure- 19** depicts the growth of the pay cable TV sector in terms of yearly subscriber numbers, over the last six years.

**Figure – 19: Annual growth in number of pay Cable TV Subscribers**

*(in million)*

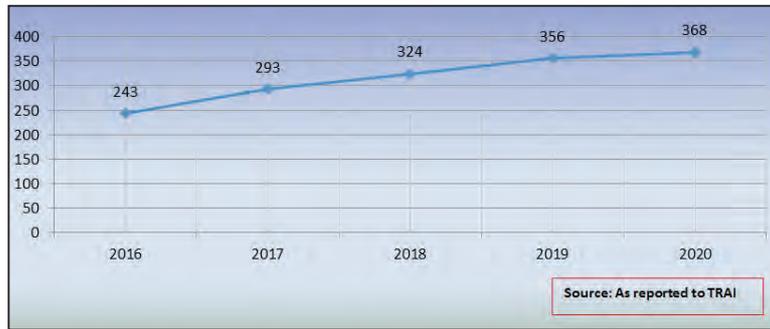


## Radio

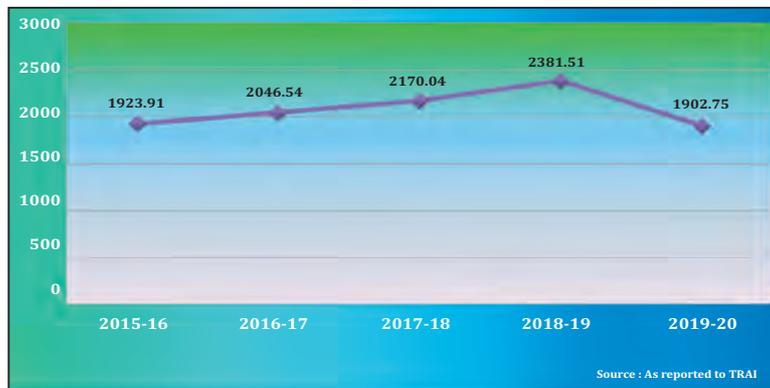
1.4.4 Radio is a popular means for mass communication, owing largely, to its wide coverage, portability, low set-up cost and affordability. In India, Radio coverage is available in the Short-wave (SW) and Medium-wave (MW) bands in the Amplitude Modulation (AM) mode and also Frequency Modulation (FM) mode. FM Radio broadcasting today, is the most popular and pervasive medium to provide entertainment, information and education to the masses. There are 368 private FM radio stations operational at the end of March, 2020, besides the terrestrial network of the public service broadcaster- All India Radio (AIR).

To expand the reach of FM Radio broadcasting in the country, the Government has embarked upon Phase-III initiatives to enable setting up of private FM Radio channels in all cities with a population of more than 1 lakh and in bordering areas of J&K, North Eastern States and island territories. The Government, on 25<sup>th</sup> July, 2011, issued consolidated policy guidelines on Phase-III expansion of FM radio broadcasting through private entities. In Phase-III, an additional 966 channels across 333 cities have been made available for auction through an ascending e-auction process. Out of 333 cities, 69 cities already have operational FM Radio channel(s), whereas 264 cities are new cities where no FM Radio channel is operational by private FM radio broadcasters. In the first batch of Phase-III, 135 private FM Radio channels in 69 cities were auctioned in 2015. Out of these, 96 FM Radio channels in 55 cities have been successfully auctioned. In the second batch of Phase-III, 266 private FM Radio channels in 92 cities were auctioned in 2016. Out of these, 66 FM Radio channels in 48 cities have been successfully auctioned. As on 31<sup>st</sup> March, 2020, 368 FM radio stations have been made operational in 105 cities by 32 private FM broadcasters. Introduction of private FM broadcasters in the radio broadcasting sector has significantly enhanced radio coverage while providing good quality reception and content to listeners. This has also led to encouraging local talent as well as enhancing employment opportunities in these areas. The year wise total number of private FM radio stations is depicted in **Figure-20**. The year wise total advertisement revenue of private FM Radio stations reflects a sustained growth as in **Figure-21**:

**Figure-20 : Annual Growth in number of Private FM Radio Stations**

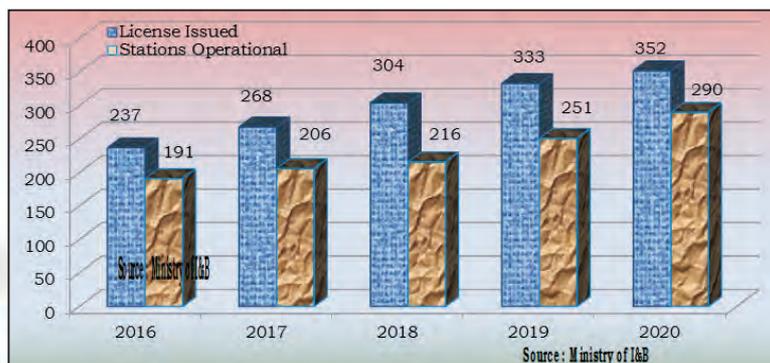


**Figure-21 : Annual growth in FM Radio Advertisement Revenue**  
(₹ in crores)



1.4.5 Another area of growth in the radio landscape is the expansion in the number of Community Radio Stations (CRS) in the country. There is huge latent potential in CRS, given the vast landscape of this country, linguistic diversity regional flavours and cultural variations. Community Radio broadcasting can serve as a medium for networking of small groups and communities with a specific focus on daily concerns of the common man and also help them realize local aspirations. CRS are set up in association with educational institutions and civil society organizations. As on 31<sup>st</sup> March, 2020, 290 community radio stations have become operational. The annual growth in the number of community radio stations is depicted in **Figure-22**.

**Figure-22: Annual Growth in number of Community Radio Stations**



## Details of satellite private TV channels permitted by Ministry of Information and Broadcasting (MIB)

### Tariff trends in the TV broadcasting sector

1.4.6 The year 2019-20 has been another busy and eventful year for the broadcasting and cable services sector. The last decade has witnessed significant changes in the dynamics of the Cable & Satellite (C&S) TV market. The most significant development was implementation of New Regulatory Framework for Broadcasting and Cable TV Sector notified on 3<sup>rd</sup> March, 2017. In the year 2018, on 3<sup>rd</sup> July, 2018, TRAI released Press Note on TRAI's Regulatory framework for Broadcasting and Cable TV Sector. This press note kick-started the process of implementation of the new regulatory framework for Broadcasting and cable Services provided through addressable systems, which include the Direct to Home (DTH) Systems, Cable TV Systems provided through Digital Addressable Systems (DAS), Head-end In The Sky (HITS) and Internet Protocol TV (IPTV) New Regulatory Framework w.e.f. 3<sup>rd</sup> July, 2018. The aforesaid new regulatory framework was inferred w.e.f. 29<sup>th</sup> December, 2018.

1.4.7 The new regulatory framework, introduced in the year 2018, was quite successful in establishing harmonised business processes in the sector, level-playing-field, bringing-in transparency in TV channel pricing, reducing litigations among stakeholders and providing equal opportunities to smaller Multi System Operators (MSOs). As a result, there was a pronounced reduction in disputes among stakeholders as well as entry barriers. The transparency have ushered better tax compliance thereby improving government revenue. However, the intended choice to consumers to select what they want, got scuttled due to various malpractices by service providers.

Therefore, a consultation paper was floated seeking stakeholders' views on the issues related to discount given in the formation of the bouquet, ceiling price of channels for inclusion in bouquet, need for formation of bouquet by Broadcasters and DPOs, Variable NCF and discount on long term plan.

After due consultation with the stakeholders, on 1<sup>st</sup> January, 2020, TRAI published amendments to the Regulatory Framework, notified on 3<sup>rd</sup> March, 2017 for Broadcasting and Cable TV Sector. The amendments to the regulatory framework Tariff Order, Interconnection Regulation & QoS Regulation notified on 1<sup>st</sup> January, 2020 addressed the teething issues faced by the consumers, while balancing the interests of broadcasters as well as the DPOs to create a level playing field. These amendments are to address certain anomalies in market which necessitated review for achieving the orderly growth of the sector. The said amendments carried out through the consultation process has left the basic contours of the new regime untouched and the Broadcasters/Distribution Platform Operators (DPOs) will continue to enjoy the flexibility in carrying out their businesses. The review exercise has been limited to certain consumer friendly measures and to balance the interest of stakeholders. The revisions strive to ensure that the objectives of the existing framework get fulfilled to great extent. The salient features of the amendments to the regulatory framework for Broadcasting and Cable Services Sector on 1<sup>st</sup> January, 2020 were: -

- (a) Increase in number of SD channels from 100 to 200 in the NCF of maximum ₹ 130/- per month.
- (b) More than 200 SD channels in the NCF of maximum ₹ 160/- per month.
- (c) Reduction of ceiling price on MRP of pay channels for inclusion in bouquet from ₹ 19/- to ₹ 12/-.
- (d) NCF for 2nd TV connection and onwards in multi TV homes not more than 40% of declared NCF per additional TV.
- (e) Subscribers can choose different set of channels for each TV connection in a multi TV home
- (f) DPOs may offer discounts on NCF and DRP on long term subscriptions of duration of 6 months and above.
- (g) Reasonable restrictions on number of bouquets offered by broadcasters - Number of bouquets of pay channels not to be more than number of pay channels offered by a broadcaster.
- (h) MRP of a channel should not be more than the MRP of any bouquet containing that channel in order to bring further reasonableness in the bouquet formation and pricing.

1.4.8 Overall status of the broadcasting and cable services sector in the country is placed at the **Table-19**

**Table-19: Overall status of the Broadcasting and Cable Services Sector**

*(as on 31<sup>st</sup> March, 2020)*

Number of Broadcasters permitted by MIB	359
Number of Multi System Operators registered with MIB	1648
Number of Local Cable operators (estimated)	1,40,000
Number of pay DTH Operators	4
Number of satellite TV Channels registered with MIB	926
Number of SD Pay TV Channels	235
Number of HD TV Channels	98
Number of FM Radio Stations (excluding All India Radio)	368
Number of Operational Community Radio Stations	290

1.4.9 Performance indicators of the Broadcasting and Cable services over the four quarters of 2019-20 are given in **Table - 20**.

**Table-20: Performance indicators of the Broadcasting and Cable services**

Broadcasting & Cable Services	Quarter ending			
	June, 2019	Sept., 2019	Dec., 2019	March, 2020
Total Number of Registered Channels with I&B Ministry	908	910	918	926
Number of SD Pay Channels (Operational)	233	232	234	235
Number of HD Pay Channels (Operational)	98	98	98	98
Total Active DTH Subscribers base* (in Millions)	68.92	69.30	69.98	70.26
Number of Private FM Radio Stations	366	367	368	368

\* As per new regulatory framework of Broadcasting and Cable TV Services, the total active subscribers are counted including only those subscribers which are inactive/ temporarily suspended for not more than last 90 days. This point has been duly clarified by the Authority in the Press Release no. 86/ 2019 dated 8<sup>th</sup> October, 2019. ([https://main.trai.gov.in/sites/default/files/PR\\_No.86of2019.pdf](https://main.trai.gov.in/sites/default/files/PR_No.86of2019.pdf))

**List of pay TV channels as on 31<sup>st</sup> March, 2020**

Sl. No.	Name of the Broadcaster	Sl. No	Name of the Channel	Declared as SD or HD
1	AETN 18 Media Pvt Limited	1	The History Channel	SD
		2	FY1 TV18	SD
		3	FY1 TV18 (HD)	HD
		4	Histry TV 18 HD	HD
2	Asianet Star Communications Private Limited	5	Vijay TV	SD
		6	Vijay Super	SD
		7	Vijay HD	HD
		8	Asianet	SD
		9	Asianet Plus	SD
		10	Asianet Movies	SD
		11	Suvarna Plus	SD
		12	Star Suvarna HD	HD
		13	Asianet HD	HD
		14	Star Suvarna	SD
3	Bangla Entertainment Private Limited	15	AATH	SD
		16	SONY Marathi	SD
4	BBC Global News India Private Limited	17	BBC World News	SD
5	Bennett, Coleman & Company Limited	18	Zoom	SD
		19	Romedy Now	SD
		20	MN +	HD
		21	Mirror Now	SD
		22	ET NOW	SD
		23	Times Now	SD
		24	Romedy Now HD	HD
		25	Movies Now HD	HD
		26	MNX HD	HD
		27	MNX	SD
6	Celebrities Management Pvt Limited	29	Travel XP HD	HD
		30	Travel XP Tamil	SD
7	CSL Info Media Private Limited	31	JAN TV PLUS	SD
8	Direct New Private Limited	32	News X	SD
9	Discovery Communications India	33	Animal Planet	SD
		34	Discovery Channel	SD
		35	DTAMIL	SD
		36	Discovery Kids Channel	SD
		37	Discovery Science	SD

		38	Discovery Turbo	SD
		39	Investigation Discovery	SD
		40	Discovery HD	HD
		41	Animal Planet HD World	HD
		42	TLC HD	HD
		43	Investigation Discovery HD	HD
		44	TLC	SD
		45	EUROSPORT HD (Earlier name "Dsport HD")	HD
		46	EUROSPORT (Earlier name "Dsport")	SD
10	Disney Broadcasting (India) Limited	47	Disney Junior	SD
		48	UTV Movies	SD
		49	Marvel HQ	SD
		50	Disney International HD	HD
		51	Hungama TV	SD
		52	The Disney Channel	SD
		53	UTV HD	HD
		54	UTV Bindass	SD
		55	UTV Action	SD
11	Enadu Televisoin Private Limited	56	ETV	SD
		57	ETV Andhra Pradesh	SD
		58	ETV - Telangana	SD
		59	ETV Cinema	SD
		60	ETV Life	SD
		61	ETV Plus	SD
		62	ETV Abhiruchi	SD
		63	ETV HD	HD
		64	ETV Plus HD	HD
		65	ETV Cinema HD	HD
		66	ETV Abhiruchi HD	HD
		67	ETV Life HD	HD
12	IN 10 Media Private Limited	68	EPIC TV	SD
13	Fame Media Private Limited	69	4tv News	SD
14	Greycells18 Media Limited	70	Topper TV	SD
15	IBN Lokmat News Private Ltd	71	News 18 Lokmat	SD
16	Living Entertainment Enterprises Private Ltd	72	Living Foodz HD	HD
		73	Living Travelz	SD
17	Lifestyle and Media Broadcasting Limited	74	Good Times	SD
18	Lex Sportel Vision Private Limited	75	1SPORTS	SD
19	Mavis Satcom Limited	76	J Movies	SD
		77	Jaya Max	SD
		78	Jaya Plus	SD
		79	Jaya TV HD	HD

20	MSM World Wide Factual Media Private Limited	80	SONY BBC EARTH	SD
		81	SONY BBC EARTH HD	HD
21	Media World Wide Limited	82	Travel XP	SD
22	New Delhi Television Limited	83	NDTV 24*7	SD
		84	NDTV India	SD
		85	NDTV Profit	SD
23	NGC Network (India) Pvt Limited	86	Fox Life	SD
		87	National Geographic Channel (NGC)	SD
		88	Fox Life HD	HD
		89	Nat Geo Wild	SD
		90	National Geographic HD	HD
		91	Nat Geo Wild HD	HD
24	NOIDA Software Technology Park Limited	92	Baby TV HD	HD
		93	NHK World Premium (HD Distribution)	HD
25	Odisha Television Limited	94	Prarthana	SD
		95	Tarang	SD
		96	Tarang Music	SD
		97	Alankar	SD
26	Raj Television Network Limited	98	Raj Digital Plus	SD
		99	Raj Musix	SD
		100	Raj News	SD
		101	Raj TV	SD
27	Silverstar Communications Limited	102	Mega 24	SD
		103	Mega Musiq	SD
		104	Mega TV	SD
28	Sony Pictures Networks India Private Limited	105	Sony YAY!	SD
		106	AXN	SD
		107	SET MAX	SD
		108	SAB	SD
		109	SONY ENTERTAINMENT CHANNEL (SET)	SD
		110	PIX	SD
		111	SIX	SD
		112	MAX 2	SD
		113	PAL	SD
		114	SET HD	HD
		115	SIX HD	HD
		116	PIX HD	HD
		117	MAX HD	HD
		118	Ten 2 HD	HD
119	Ten 3 HD	HD		
120	AXN HD	HD		
121	Ten 2	SD		

		122	Ten 1	SD
		123	Ten 3	SD
		124	Ten 1 HD	HD
		125	SONY Wah	SD
		126	SAB HD	HD
29	Star India Private Limited	127	Star Sports 3	SD
		128	Star Sports 1 Tamil	SD
		129	Star Sports Select 2	SD
		130	Star Bharat	SD
		131	Star Gold 2 (Earlier name "Movies OK)	SD
		132	Star Sports 1 Hindi	SD
		133	Star Gold	SD
		134	Star Jalsha	SD
		135	Star Movies	SD
		136	Star Gold Select	SD
		137	Star Plus	SD
		138	Star Pravah	SD
		139	Star Sports 1	SD
		140	Star Sports 2	SD
		141	Star World	SD
		142	Jalsha Movies	SD
		143	Star Sports HD 2	HD
		144	Star Sports HD 1	HD
		145	Star Bharat HD	HD
		146	Star Gold HD	HD
		147	Star Movies HD	HD
		148	Star Plus HD	HD
		149	Star Sports 1 HD Hindi	HD
		150	Star Sports Select 1	SD
		151	Star Movies Select HD	HD
		152	Star World HD	HD
		153	Star Sports First	SD
		154	MAA Gold	SD
		155	MAA Movies	SD
		156	MAA Music	SD
		157	MAA TV	SD
		158	Star Pravah HD	HD
		159	Star Jalsha HD	HD
		160	Jalsha Movies HD	HD
		161	Star Sports Select HD 1	HD
		162	Star Sports Select HD 2	HD
		163	MAA HD	HD
		164	Star Gold Select HD	HD
		165	MAA Movies HD	HD

		166	National Geographic Tamil	SD
		167	National Geographic Telugu	SD
		168	Star World Premiere HD	HD
		169	Star Sport 1 Telugu	SD
		170	Star Sport 1 Kannada	SD
		171	Star Sports 1 Bangla	SD
		172	Star Utsav	SD
		173	Star Sports 1 Marathi	SD
		174	Star Utsav Movies	SD
30	SUN TV Network Limited	175	Adithya TV	SD
		176	Chintu TV	SD
		177	Chutti TV	SD
		178	Gemini Comedy	SD
		179	Gemini Life	SD
		180	Gemini Movies	SD
		181	Gemini Music	SD
		182	Gemini News	SD
		183	Gemini TV	SD
		184	KTV	SD
		185	Surya Movies	SD
		186	Kushi TV	SD
		187	SUN Life	SD
		188	Sun Music	SD
		189	Sun News	SD
		190	Surya Music	SD
		191	SUN TV	SD
		192	Surya Comedy	SD
		193	Surya TV	SD
		194	Udaya Comedy	SD
		195	Udaya Movies	SD
		196	Udaya Music	SD
		197	Udaya News	SD
		198	Udaya TV	SD
		199	Kochu TV	SD
		200	Sun TV HD	HD
		201	KTV HD	HD
		202	Sun Music HD	HD
		203	Gemini TV HD	HD
		204	Gemini Music HD	HD
		205	Gemini Movies HD	HD
		206	Surya TV HD	HD
		207	Udaya TV HD	HD

31	Suryansh Broadcasting Pvt Ltd	208	Flowers	SD
32	Turner International India Pvt Ltd	209	Cartoon Network	SD
		210	CNN International	SD
		211	HBO	SD
		212	POGO	SD
		213	Cartoon Network HD+	HD
		214	WB	SD
		215	HBO HD	HD
33	TV 18 Broadcast Limited	216	CNN News 18	SD
		217	CNBC Bazaar	SD
		218	CNBC TV 18 Prime HD	HD
		219	CNBC Awaaz	SD
		220	News 18 Tamil Nadu	SD
		221	News 18 Kerala	SD
		222	News 18 Assam / North East	SD
		223	News 18 India	SD
		224	CNBC TV 18	SD
		225	News 18 Bihar Jharkhand	SD
		226	News 18 Madhya Pradesh / Chattisgarh	SD
		227	News 18 Rajasthan	SD
		228	News 18 Uttar Pradesh / Uttaranchal	SD
		229	News 18 Urdu	SD
		230	News 18 Kannada	SD
		231	News 18 Bangla	SD
		232	News 18 Punjab / Haryana / Himanchal Pradesh	SD
233	News 18 Gujarati	SD		
234	News 18 Odia	SD		
34	TV Today Network Limited	235	Aaj Tak	SD
		236	India Today	SD
		237	AAJ Tak HD	HD
		238	Aaj Tak Tez	SD
35	Viacom 18 Media Private Limited	239	Colors	SD
		240	Comedy Central (HD)	HD
		241	MTV	SD
		242	NICK	SD
		243	NICK JR	SD
		244	SONIC	SD
		245	VH 1 (HD Distribution)	HD
		246	Colors Infinity HD	HD
		247	Colors Infinity	SD
		248	Colors HD	HD
		249	NICKSHD+	HD

		250	Colors Cineplex	SD
		251	MTV Beats	SD
		252	Colors Kannada HD	HD
		253	Colors Marathi HD	HD
		254	Colors Bangla HD	HD
		255	Colors Super	SD
		256	Colors Bangla	SD
		257	Colors Gujarati	SD
		258	Colors Kannada	SD
		259	Colors Marathi	SD
		260	Colors Oriya	SD
		261	MTV Beats HD	HD
		262	Colors Tamil	SD
		263	Colors Cineplex HD	HD
		264	VH 1	SD
		265	Colors Tamil HD	HD
		266	MTV HD+	HD
		267	Colors Rishtey	SD
		268	Colors Kannada Cinema	SD
		269	Colors Gujarati Cinema	SD
		270	Comedy Central	SD
		271	Colors Bangla Cinema	SD
36	Zee Akaash News Private Limited	272	Zee 24 Ghanta	SD
37	Zee Entertainment Enterprises Limited	273	Zee Bollywood	SD
		274	Zee Action	SD
		275	Zee Bangla Cinema	SD
		276	Zee Café HD	HD
		277	Zee Café	SD
		278	Zee Cinema	SD
		279	Zee Talkies	SD
		280	Zee TV	SD
		281	Zing	SD
		282	& Picture	SD
		283	Zee Bangla	SD
		284	Zee Marathi	SD
		285	Living Foodz	SD
		286	Zee TV HD	HD
		287	Zee Cinema HD	HD
		288	& TV	SD
		289	& TV HD	HD
		290	Zee Kannada	SD
		291	Zee Telugu	SD
		292	& Pictures HD	HD
		293	Zee Cinemalu	SD
		294	Zee Yuva	SD

		295	Zee Marathi HD	HD
		296	& Prive HD	HD
		297	Zee Bangla HD	HD
		298	Zee Tamil HD	HD
		299	Zee Cinemalu HD	HD
		300	Zee Telugu HD	HD
		301	Zee Tamil	SD
		302	Zee Kannada HD	HD
		303	Zee Anmol Cinema	SD
		304	& Flix HD	HD
		305	& Flix	SD
		306	Zee Keralam HD	HD
		307	Zee Keralam	SD
		308	Zee ETC	SD
		309	Zee Anmol	SD
		310	Big Magic	SD
		311	Big Ganga	SD
		312	Zee Classic	SD
		313	&Xplore HD	HD
		314	ZEE Sarthak	SD
		315	Zee Talkies HD	HD
		316	Zee Punjabi	SD
		317	Zee Thirai	SD
		318	Zee Picchar	SD
		319	Zee Biskope	SD
38	Zee Media Corporation Limited	320	Zee 24 Taas	SD
		321	Zee Odisha	SD
		322	Zee Business	SD
		323	Zee Punjab Haryana Himachal	SD
		324	Zee Madhya Pradesh Chattisgarh	SD
		325	Zee Salaam	SD
		326	Zee 24 Kalak	SD
		327	WION	SD
		328	Zee Uttar Pradesh Uttrakhand	SD
		329	Zee Hindustan	SD
		330	Zee Bihar Jharkhand	SD
		331	Zee News	SD
		332	Zee Rajasthan News	SD
39	Zoom Entertainment Network Limited	333	Movies Now	SD

**List of Pay DTH Operators**

Sl. No.	DTH Operator
1.	M/s. Tata Sky Ltd
2.	M/s Dish TV India Ltd
3.	M/s SUN Direct TV Private Ltd
4.	M/s Bharti Telemedia Ltd.



## **PART - II**

# **REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA**



## REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA

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- 2.1 Part-I of the Report gave an overview of the general environment prevailing in the TV broadcasting and radio services with a highlight on policies and programmes of the Government during 2019-20. In line with the mandate given under the TRAI Act, TRAI has played a catalytic role in the development of the telecom, broadcasting and cable services. TRAI's endeavour is to provide a fair and transparent environment that encourages competition and promotes a level-playing field for all service providers while protecting the interest of consumers.
- 2.2 Under Section 36 of the TRAI Act 1997, the Authority may, by notification, make regulations consistent with this Act and the rules made thereunder to carry out the purposes of this Act. Further, Under Section 39 of the TRAI Act 1997, If any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order, published in the Official Gazette, make such provisions not insistent with the provisions of this Act as may appear to be necessary for removing this difficulty.
- 2.3 To formulate recommendations and suggest policy initiatives, TRAI interacts with various stakeholders such as the service providers, industry organizations, Consumer Advocacy Groups (CAGs) / Consumer Organizations and other experts in the field. It has developed a process, which allows all the stakeholders and the general public to participate in discussions about policy formulation by offering their views whenever sought for. This process involves floating of a consultation paper highlighting the issues involved and soliciting the views of the stakeholders on the issues, holding Open House Discussion (OHD) Meetings arranged in different cities in the country, inviting written comments on e-mail and through letters, and having interactive sessions with stakeholders and experts to obtain different views and clarifications on policy issues. The Regulations/Orders issued by TRAI also contain an Explanatory Memorandum which explains the basis on which the decisions are taken. The participative and explanatory process adopted by TRAI has received wide acclaim.
- 2.4 TRAI also interacts with the consumer organizations / Non-Government Organizations (NGO) in the telecom and broadcasting sectors to obtain their views. It has a system of registering consumer organizations/NGOs connected with telecom services and interact with them at regular intervals. TRAI is constantly adopting measures for strengthening the consumer organizations. It also organizes Seminars and Workshops with the participation of International Experts on various technical issues and invites stakeholders, consumer organizations and other research institutes to attend these events.
- 2.5 Under Section 11 (1) (a) of the TRAI Act 1997, the Authority is required to make recommendations either suo moto or on a request from the licensor, i.e., Department of Telecommunications, Ministry of Telecommunications or Ministry of Information & Broadcasting in the case of Broadcasting and Cable Services. Recommendations given by TRAI to Government during 2019-20 are given below.

## TELECOM SECTOR

Sl. No.	List of Recommendations
1.	Authority's response to DoT reference received in TRAI on 21 <sup>st</sup> June, 2019 on Authority's recommendations dated 21 <sup>st</sup> October, 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited.
2.	TRAI's Response dated 8 <sup>th</sup> July, 2019 to DoT back reference dated 1 <sup>st</sup> July, 2019 on Recommendations on "Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands".
3.	Recommendations dated 21 <sup>st</sup> October 2019 on "Review of Terms and Conditions for registration of Other Service Providers (OSPs)".
4.	Recommendations dated 25 <sup>th</sup> October, 2019 on "Allotment of spectrum to Indian Railways for Public Safety and Security services".
5.	Recommendations dated 24 <sup>th</sup> December, 2019 on DoT's back-reference on Recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services".
6.	Recommendations dated 21 <sup>st</sup> February, 2020 on "Reforming the Guidelines for Transfer/Merger of Telecom Licenses".
7.	Recommendations dated 13 <sup>th</sup> March, 2020 on "Enhancement of Scope of Infrastructure Providers Category-I (IP-I) Registration".

## RECOMMENDATIONS

- **Authority's response to DoT reference received in TRAI on 21<sup>st</sup> June, 2019 on Authority's recommendations dated 21<sup>st</sup> October, 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited**

2.5.1 The Authority made its Recommendations dated 21<sup>st</sup> October, 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited. Subsequently, the Authority sent its further recommendations on 24<sup>th</sup> May, 2017 in response to DoT's reference back dated 5<sup>th</sup> April, 2017.

The Department of Telecommunications (DoT) on 21<sup>st</sup> June, 2019 sought TRAI's recommendations on the quantum of the penalty keeping in view the financial health of the sector.

After due deliberation, the Authority communicated its response dated 21<sup>st</sup> June, 2019 to DoT.

- **TRAI's response dated 8<sup>th</sup> July, 2019 to DoT's back reference dated 1<sup>st</sup> July, 2019 on Recommendations on Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands dated 1<sup>st</sup> August, 2018**

2.5.2 The Department of Telecommunications (DoT), through its letter dated 19<sup>th</sup> April, 2017, informed that the Government is planning to auction the right to use of spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz and 3400-3600 MHz bands in the next auction. Through the said letter, DoT also requested the Authority to provide its recommendations on applicable reserve price, quantum of spectrum to be auctioned and associated conditions for auction of spectrum in these bands for all service areas under the terms of TRAI Act 1997 as amended.

After a detailed consultation process, the Authority submitted its recommendations on 1<sup>st</sup> August, 2018 on "Auction of Spectrum in 700 MHz, 800 MHz, 900 MHz, 1800 MHz, 2100 MHz, 2300 MHz, 2500 MHz, 3300-3400 MHz, 3400-3600 MHz Bands".

DoT, through its letter dated 1<sup>st</sup> July, 2019, informed that the above-mentioned TRAI recommendations dated 1<sup>st</sup> August, 2018 have been considered by the Digital Communications Commission (DCC) and on some of the issues there is a need to seek clarification/reconsidered recommendations. Accordingly, some of the recommendations have been referred back to the Authority by DoT for clarification/reconsideration.

After examining these issues, TRAI sent its response to the reference back through its letter dated 8<sup>th</sup> July, 2019. A copy of the response sent to the DoT is available in the official website [www.trai.gov.in](http://www.trai.gov.in).

- **Recommendations dated 21<sup>st</sup> October, 2019 on "Review of Terms and Conditions for registration of Other Service Providers (OSPs)"**

2.5.3 TRAI issued its recommendations on "Review of terms and conditions for registration of Other Service Providers (OSPs)" on 21<sup>st</sup> October, 2019.

A reference was received along with a list of important issues from the Department of Telecommunications vide its letter dated 10<sup>th</sup> September, 2018 seeking the recommendations of the TRAI on the terms and conditions for registration of Other Service Providers (OSPs). Further, background information on certain issues were also provided by DoT vide their letter dated 7<sup>th</sup> January, 2019.

Authority issued a detailed Consultation Paper on 'Review of terms and conditions for registration of Other Service Providers (OSP)' on 29<sup>th</sup> March, 2019, in order to deliberate on various aspects related to the matter and to seek inputs from stakeholders on relevant issues. Subsequently, an Open House Discussion was held on 15<sup>th</sup> July, 2019 in Delhi.

The Authority submitted its recommendations on 'Review of terms and conditions for registration of Other Service Providers (OSP)' to the Government for its consideration on 21<sup>st</sup> October, 2019. The salient features of the recommendations are (a) Clarity in definition of OSP has been brought. Only voice based, outsourced OSP need to have registration at par with existing process. Data/internet based OSP would need to furnish intimation only. (b) Provision

of services for captive purposes i.e. Captive Contact Centres have been kept out from the scope of OSP. They would require to furnish intimation only. (c) The complete process of registration / intimation shall be through online portal and time bound. (d) Multiple OSP centres of single company within one LSA can be registered as single OSP. (e) Requirement of agreement bank guarantee for sharing of infrastructure between domestic and international OSP of same company has been removed. (f) Requirement of agreement and bank guarantee for availing Work-from-Home (WFH) facility has also been removed. Further, the requirement of PPVPN has been removed and any commercial VPN can be used to establish connectivity for WFH. (g) Internet obtained at one OSP centre can be shared with other OSP centres of same company (provided the ISP has geographical jurisdiction). (h) International OSP may have EPABX at foreign location. (i) Contact Centre Service Provider (CCSP)/ Hosted Contact Centre Service Provider (HCCSP) providing platform as a service are brought under registration. The CCSP/HCCSP involved in reselling of telecom resources would require VNO license. (j) CCSP/HCCSP to be given 3 months' time to get themselves necessary registration /license after declaration of the policy by DoT.

- **Recommendations dated 25<sup>th</sup> October, 2019 on “Allotment of spectrum to Indian Railways for Public Safety and Security services”**

2.5.4 DoT through its letter dated 27<sup>th</sup> February, 2019 informed that Indian Railways has proposed to install an Ultra-high-speed LTE based communication corridor along their network for Train-ground and Train-Train communication. In this connection, Indian Railways requested DoT to reserve 15 MHz of spectrum in 700 MHz band for the purpose and to begin with 10 MHz to be allocated free of cost as the proposal is devoid of any commercial gain, but only for enhancing security and passenger amenities. Through the said letter, DoT requested TRAI to provide its Recommendations on administrative allotment of spectrum to Indian Railways and the quantum, price, appropriate frequency band (including 450-470 MHz band) and any other related issue.

In this regard, a Consultation Paper (CP) on “Allotment of spectrum to Indian Railways for Public Safety and Security services” was issued on 24<sup>th</sup> June, 2019.

Based on the comments/inputs received from the stakeholders and on its own analysis, TRAI finalized its Recommendations on ‘Allotment of spectrum to Indian Railways for Public Safety and Security services’. The salient features of the recommendations are as follows:

- (i) Out of the 35 MHz (paired) spectrum available in 700 MHz band, 5 MHz (paired) spectrum may be allocated to Indian Railways for implementing ETCS Level-2, MC PTT + Voice, IoT based asset monitoring services, passenger information display system and live feed of Video Surveillance of few coaches at a time. The remaining 30 MHz (paired) in 700 MHz band may be put to auction in the forthcoming auction.
- (ii) To implement the Video Surveillance System for all coaches of the Train (Security services), Indian Railways may explore other communications means such as-
  - (i) Dumping the Video Surveillance data to the system using high capacity WiFi when the train reaches a station.

- (ii) Using Public Telecommunication Network (TSPs network) for sending continuous video surveillance data streams to its control center.
- (iii) Efficient and timely utilization of spectrum be ensured through a process of periodical monitoring. Further, the 1.6 MHz spectrum already assigned to IR in 900 MHz band may be taken back from IR upon migration to LTE based network.
- (iv) As Indian Railways would be using the assigned spectrum along its railway track network and stations only, DoT may explore the possibility of assigning the same spectrum in other areas for area-specific limited use to other entities for captive use. However, it should be ensured that there is no interference to the Railways' network from such use.
- (v) Spectrum may be assigned to Indian Railways on administrative basis for captive use only and not to offer any commercial services such as Wi-Fi onboard.
- (vi) Spectrum charges may be levied based on formula basis as prescribed by DoT for Royalty Charges and License Fee for captive use.

The recommendations have been placed on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **Recommendations dated 24<sup>th</sup> December, 2019 on DoT's back-reference on Recommendations on "Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services"**

2.5.5 The Department of Telecommunications through its letter dated 10<sup>th</sup> October, 2019 informed that the TRAI recommendations on 'Licensing framework for Audio Conferencing/ Audiotex/ Voice Mail Services' dated 16<sup>th</sup> December, 2016 have been considered and accepted by the Government except recommendation no. 4 which reiterates TRAI's earlier recommendations dated 6th January 2015 on "Definition of Revenue Base (AGR) for the Reckoning of License Fee and Spectrum Usage Charges", which is a separate recommendation hence is to be dealt separately. DoT has also noted that to give effect to these recommendations some additional information is required in reference to TRAI's recommendations dated 16<sup>th</sup> December, 2016.

DoT solicited TRAI's recommendations on the points related to (i) Financial Bank Guarantee (ii) Penal Provision and (iii) TEC Specification in the existing Audiotex/Voicemail/UMS license agreement/license. The Authority after due deliberations, finalized its response and forwarded the same to DoT on 24<sup>th</sup> December, 2019.

- **Recommendations dated 21<sup>st</sup> February, 2020 on "Reforming the Guidelines on Transfer/ Mergers of Telecom Licenses"**

2.5.6 Department of Telecommunications (DoT) through its letter dated 8<sup>th</sup> May, 2019, inter-alia, informed that the National Digital Communications Policy (NDCP), 2018 envisages simplifying and facilitating compliance obligations by reforming the Guidelines for Mergers & Acquisitions, 2014 to enable simplification and fast-tracking of approvals. Through the said letter, DoT had sought the recommendations of TRAI on 'Reforming the Guidelines on Mergers & Acquisitions, 2014'.

In this regard, a Consultation Paper on “Reforming the Guidelines for Transfer/Merger of Telecom Licenses” was released providing the background information and seeking inputs of the stakeholders on reforms required to be made in the existing guidelines on Transfer/Merger of Licenses to enable simplification and fast tracking of approvals. An Open House Discussion (OHD) was conducted on 23<sup>rd</sup> December, 2019 in New Delhi.

Based on the comments/inputs received from the stakeholders and on its analysis, TRAI finalized its Recommendations on ‘Reforming the Guidelines on Transfer/Mergers of Telecom Licenses’ and sent it to the DoT on 21<sup>st</sup> February, 2020.

The recommendations have been placed on TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

- **Recommendations dated 13<sup>th</sup> March, 2020 on “Enhancement of Scope of Infrastructure Providers Category-I (IP-I) Registration”**

2.5.7 The National Digital Communications Policy (NDCP-2018) envisages to encourage and facilitate sharing of active infrastructure by enhancing the scope of Infrastructure Providers (IPs) and promoting and incentivizing deployment of common sharable, passive as well as active, infrastructure.

In this regard, TRAI had suo motu issued the Consultation Paper on the “Review of Scope of Infrastructure Providers Category-I (IP-I) Registration” on 16<sup>th</sup> August, 2019 seeking the views/comments of stakeholders on the enhancement of the scope of Infrastructure Providers Category-I (IP-I) Registration for promoting and incentivising the deployment of common sharable, passive as well as active, infrastructure. An Open House Discussion was conducted on 14<sup>th</sup> November, 2019 at New Delhi.

The Authority submitted Recommendations on “Enhancement of Scope of Infrastructure Providers Category-I (IP-I) Registration” to Government for its consideration on 13<sup>th</sup> March, 2020. Some of the salient features of the recommendations are:

- i) The scope of Infrastructure Providers Category -I (IP-I) Registration should be expanded to satisfy the present need for telegraph in the country.
- ii) Any service provider who has a valid authorization from the Government of India to establish, maintain, and work a telegraph to deliver Telecommunication Services, within any part of the country, shall only be eligible to obtain such a telegraph infrastructure on lease/rent/purchase basis from IP-I registration holders.
- iii) The expanded scope of the IP-I registration should include to own, establish, maintain, and work all such infrastructure items, equipment, and systems which are required for establishing Wireline Access Network, Radio Access Network (RAN), and Transmission Links. However, it shall not include core network elements such as Switch, MSC, HLR, IN, etc. The scope of the IP-I Registration should include, but not limited to, Right of Way, Duct Space, Optical Fiber, Tower, Feeder cable, Antenna, Base Station, In-Building Solution (IBS), Distributed Antenna System (DAS), etc. within any part of India.
- iv) The IP-I registration holder should be eligible to apply for and issue of licence under the Indian Wireless Telegraphy Act, 1933 to possess such wireless telegraphy apparatus

that is permitted under the scope of IP-I Registration. However, the IP-I registration holder should not be eligible to apply for and assignment of any kind of licensed spectrum.

## BROADCASTING SECTOR

Sl. No.	List of Recommendations
1.	Recommendations dated 22 <sup>nd</sup> July, 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV Services”.
2.	Recommendations dated 24 <sup>th</sup> October, 2019 on “KYC of DTH Set Top Boxes”.
3.	Recommendations dated 13 <sup>th</sup> November, 2019 on “Platform Services offered by DTH Operators”.

## RECOMMENDATIONS

- **Recommendations dated 22<sup>nd</sup> July, 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV Services”**

2.5.8 On 22<sup>nd</sup> July, 2019, TRAI released the Recommendation on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”. The salient features of the recommendations are: -

- (i) The Authority recommended that there is no necessity for fixation of a minimum entry level net worth for MSO registration. As at present, any individual, company, Corporate firm or LLP that fulfils provisions of the Cable TV Rules, may be granted MSO registration.
- (ii) The Authority recommended that there is no basis for introducing minimum net worth classification based on the area of operation for MSO registration. The DAS system enables subscription-based billing and there is no rationale of introducing area-wise registration.
- (iii) As the area-wise minimum net worth classification for registration of MSO is not required, there is no need to prescribe minimum net worth for remote areas of Jammu & Kashmir or North-East region.
- (iv) The Authority recommended that there is no merit in introducing minimum net worth for registration of MSOs based on network cost criteria.
- (v) The Authority also recommended that MIB may prescribe a standard proforma for self-declaration of net worth by applicants seeking registration as MSOs.
- (vi) The Authority recommended that MIB may consider skill development requirement of the sector and take appropriate action so that trained manpower is available to perform specialised tasks.

- **Recommendations dated 24<sup>th</sup> October, 2019 on “KYC of DTH Set Top Boxes”**

2.5.9 TRAI released the Recommendations on 24<sup>th</sup> October, 2019, on “KYC of DTH Set Top Boxes”. The salient features of the recommendations are: -

- (i) DTH operator should install the DTH connection at the address mentioned in the Customer Application Form (CAF) only and the address of such installed set top box must be verified by the representative of the DTH operator and record of such installation shall be maintained by the DTH operator.
- (ii) DTH operator should ensure identity of the subscriber by sending the one-time password (OTP) to his registered mobile number.
- (iii) In cases where registered mobile number is not provided by the subscriber/corporate body, DTH operator should collect Proof of Identity or any other similar document which can establish the identity of the user either in physical or electronic form before provisioning of DTH connection.
- (iv) The Authority recommended that there is no need to mandate physical verification at regular intervals as it will incur huge cost burden to the DTH operators and inconvenience to the consumers. However, for existing set top boxes, which are not attached to any mobile number of the subscribers, efforts should be made by the DTH operator to associate such set top boxes issued by them to link with a mobile number within a period of two years. Further in case where it is not possible to link with a mobile number, document for proof of identity of the subscriber should be collected by the DTH operator.
- (v) The Authority recommended that there is no need to mandate DTH operators to incorporate Location Based Services (LBS) in DTH set top boxes.

- **Recommendations dated 13<sup>th</sup> November, 2019 on “Platform Services offered by DTH Operators”**

2.5.10 On 13<sup>th</sup> November, 2019, TRAI released the Recommendations on “Platform Services offered by DTH Operators”. The salient features of the recommendations are: -

- (i) The Authority reiterates the definition of PS as recommended in 'Regulatory Framework for Platform Services' dated 19<sup>th</sup> November, 2014. The definition of platform services (PS) for DTH operators shall be:  
 «Platform services (PS) are programs transmitted by Distribution Platform Operators (DPOs) exclusively to their own subscribers and does not include Doordarshan channels and registered TV channels. PS shall not include foreign TV channels that are not registered in India.»  
 Registered TV channels or television channels means a channel, which has been granted downlinking permission by the Central Government under the policy guidelines issued or amended by it from time to time and reference to the term "channel" shall be constructed as a reference to "television channel".
- (ii) The programme transmitted by the DTH operator as a platform service shall be exclusive and the same shall not be permitted to be shared directly or indirectly with any other Distribution Platform Operator (DPO).
- (iii) Programme transmitted by the DTH operator as a platform service shall directly or indirectly include any registered TV channel or Doordarshan channel or foreign TV channel. Time-shift feed of registered TV channels (such as +1 services) shall not be allowed as a platform service.

- (iv) DTH operator shall ensure and provide an undertaking to the Ministry in the format prescribed by the Ministry that the programme transmitted is exclusive to their platform and not shared directly or indirectly with any other DPO.
- (v) In case the same programme is found available on the PS of any other DPO, MIB/TRAI may issue direction to immediately stop the transmission of such programme. MIB also reserves the right for cancellation of registration of such PS of the DTH operator.
- (vi) The total number of permitted PS for a DTH operator shall be capped to 3% of the total channel carrying capacity of the DTH operator platform and' subject to a maximum of 15 platform services channels.
- (vii) A one-time non-refundable registration fee of ₹ 10,000 per PS channel shall be charged from a DTH operator.
- (viii) The platform services channels shall be categorized under the genre 'Platform Services' in the Electronic Programmable Guide (EPG) subject to orders/directions /regulations issued by TRAI from time- to-time.
- (ix) The respective maximum retail price (MRP) of the platform service shall be displayed In the EPG against each platform service subject to orders/ directions/regulations issued by TRAI from time-to-time.
- (x) A provision for putting a caption as 'Platform Services' may be required to distinguish the platform services from the linear channels. Government may decide the caption in a size which is visually readable by the consumers.
- (xi) The Authority recommended that the DTH operator shall be bound by orders/directions/regulations issued by TRAI in respect of DTH services including platform services provided by the operator.

2.6 During the year 2019-20, the Authority in discharge of its functions assigned under the Telecom Regulatory Authority of India Act, 1997, has framed the following Regulations in Telecom and Broadcasting sectors:

### TELECOM SECTOR

Sl. No.	List of Recommendations
1.	Telecommunication Mobile Number Portability (Eighth Amendment) Regulations, 2019 dated 30 <sup>th</sup> September, 2019.
2.	The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, 2019 dated 1 <sup>st</sup> November, 2019.
3.	Notification extending the date of implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 dated 12 <sup>th</sup> June, 2019, 27 <sup>th</sup> September, 2019 and 8 <sup>th</sup> November, 2019.
4.	The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019 dated 17 <sup>th</sup> December, 2019.

## REGULATIONS

- **Telecommunication Mobile Number Portability (Eighth Amendment) Regulations, 2019 dated 30<sup>th</sup> September, 2019**

2.6.1 TRAI issued the Telecommunication Mobile Number Portability (Eighth Amendment) Regulations, 2019 on 30<sup>th</sup> September, 2019 and came into force w.e.f. 11<sup>th</sup> November, 2019.

The Authority while issuing the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December, 2018 had mentioned that on the aspects of the associated costs, review of Per Port Transaction Charges shall be taken up separately and these charges shall include the cost of generating Unique Porting Codes by Mobile Number Portability Service Providers and sending SMSs at various stages.

TRAI issued a Consultation Paper on “Review of Per Port Transaction Charge and Other Related Charges for Mobile Number Portability” dated 22<sup>nd</sup> February, 2019 (subsequently updated on 1<sup>st</sup> April, 2019). Through the Consultation Paper, TRAI inter-alia sought comments on whether the total number of MNP requests received by MNPSP or successfully ported numbers, be considered while calculating ‘Per Port Transaction Charge’?

Upon examination of the data it was observed that the gap between total porting requests and successful porting had been reducing over the years and is likely to reduce further after the implementation of the 7<sup>th</sup> Amendment regulations. Besides, the MNPSPs have to incur costs even on unsuccessful porting requests. Further, in many cases, the failure of a porting request could be due to reasons beyond the control of the MNPSPs. Through the comments received in response, most of the stakeholders suggested to consider total number of port requests. Accordingly, the Authority decided to take each porting request into consideration for determining the Per Port Transaction Charge.

Through this amendment, besides other minor changes, the provision of Telecommunication Mobile Number Portability Regulations, 2009 has been aligned with the Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Second amendment) Regulations, 2019.

The Telecommunication Mobile Number Portability (Eight Amendment) Regulation, 2019 is available in the TRAI’s website [www.traigov.in](http://www.traigov.in).

- **The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, 2019 dated 1<sup>st</sup> November, 2019**

2.6.2 TRAI on 1<sup>st</sup> November, 2019 notified The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, to specify duration of alert for the called.

The details are as given below:

- (i) Access Provider would have to maintain the time duration of alert for an incoming voice call, which is neither answered nor rejected by the called party, to thirty seconds for Cellular Mobile Telephone Service and sixty seconds for Basic Telephone Service.

- (ii) The terminating network shall, on expiry of thirty seconds in case of Cellular Mobile Telephone Service and sixty seconds in case of Basic Telephone Service, release the incoming voice call and transmit the call release message to the originating network. However, originating network may release an unanswered call after ninety seconds in case the call release message is not received from the terminating network.
- (iii) The regulation came into force after fifteen days from the date of its publication in the Official Gazette.

- **Notification extending the date of implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 dated 12<sup>th</sup> June, 2019, 27<sup>th</sup> September, 2019 and 8<sup>th</sup> November, 2019**

2.6.3 TRAI had issued Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December, 2018. As per these regulations, the revised Mobile Number Portability (MNP) process was scheduled to be in force w.e.f. 13<sup>th</sup> June, 2019.

TRAI on 29<sup>th</sup> April, 2019 issued a letter to all the Telecom Service Providers (TSPs) and Mobile Number Portability Service Providers (MNPSPs) to furnish status of readiness of process developments and specifications so that adequate time is available for testing before the implementation.

In response to the TRAI's letter, most of the stakeholders (TSPs and MNPSPs) cited various reasons including significant changes in their network and IT elements. These stakeholders, therefore, requested to extend the timeline for implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018.

The responses provided by TSPs and MNPSPs were examined and upon considering the requests of stakeholders by the Authority, the timeline for implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, was extended from 13<sup>th</sup> June, 2019 to 30<sup>th</sup> September, 2019 by a notification dated 12<sup>th</sup> June, 2019.

Subsequently, the MNPSPs and TSPs informed that they still have to offer the Acceptance Testing to Department of Telecommunications (DoT) in some of the Licensed Service Areas (LSAs) and; therefore requested that additional time of 2 weeks is required for robust internal and Inter-Operator Testing (IOT) and additional 2-3 weeks will be required for the testing to be carried out by respective TERM Cells of DoT. Further, an email was received from TERM Cell, DoT Maharashtra LSA had indicated paucity of time to complete the testing before the 30<sup>th</sup> September 2019.

Keeping in view the submissions of MNPSPs and TSPs, the date of implementation was extended to 11<sup>th</sup> November, 2019 through notification dated 27<sup>th</sup> September, 2019. As the testing could not be completed, the date of implementation was further extended through notification dated 8<sup>th</sup> November, 2019 to 16<sup>th</sup> December, 2019.

The Telecommunication Mobile Number Portability (Seventh Amendment) Regulations 2018 dated 13<sup>th</sup> December, 2018 and the Notifications dated 12<sup>th</sup> June 2019; 27<sup>th</sup> September, 2019; and 8<sup>th</sup> November, 2019, extending the timeline for implementation of the said Regulations are available in the TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” dated 17<sup>th</sup> December, 2019**

2.6.4 TRAI issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribed revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

Key features of the Regulations are as follows:

- (i) For wireless to wireless domestic calls, termination charge would continue to remain as ₹ 0.06 (paise six only) per minute up to 31<sup>st</sup> December, 2020.
- (ii) From 1<sup>st</sup> January, 2021 onwards the termination charge for wireless to wireless domestic calls shall be zero.

## BROADCASTING & CABLE TV SECTOR

Sl. No.	List of Regulation
1.	The Telecommunication (Broadcasting and Cable) Services Register Of Interconnection Agreements And All Such Other Matters Regulations, 2019 dated 4 <sup>th</sup> September, 2019.
2.	The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Second Amendment) Regulations, 2019 dated 9 <sup>th</sup> October, 2019.
3.	The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 dated 30 <sup>th</sup> October, 2019.
4.	Amendments dated 1 <sup>st</sup> January, 2020 to Tariff Order, Interconnection Regulations and Quality of Services Regulations of 2017 for Broadcasting and Cable Services sector.

- **The Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements and All Such Other Matters Regulations, 2019 dated 4<sup>th</sup> September, 2019**

2.6.5 TRAI on 04<sup>th</sup> September, 2019, notified the Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements and All Such Other Matters Regulations, 2019. The objectives of these regulations are to promote transparency and nondiscrimination in the Broadcasting sector. As per the new Regulations, all the Reference Interconnect Offer (RIO) are required to be filed by every broadcaster and the distributor of television channels. Initially the distributor having average active subscriber base below one lakh have been exempted from the obligation of reporting details of interconnection agreements to promote ease of business and reducing regulatory burden on such MSOs with limited resources. The new regulation envisages online filing in electronic mode. The Authority has specified that the new regulations will come in force in 120 days, except as regards submission of information related to Compliance officer. The intervening period will enable the service provider to prepare for easy compliance.

- **The Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Second Amendment) Regulations, 2019 dated 9<sup>th</sup> October, 2019**

2.6.6 TRAI on 09<sup>th</sup> October, 2019, notified the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019. Through this second amendment, Authority mandated 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.

- **The Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 dated 30<sup>th</sup> October, 2019**

2.6.7 TRAI on 30<sup>th</sup> October, 2019, notified the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019.

Through these Regulations, the Authority amended Schedule III of the Interconnection Regulations 2017, mainly on the

- (i) Scheduling and Scope of Audit
- (ii) Transactional capacity of Conditional Access System (CAS) and Subscriber Management System (SMS) system
- (iii) Support for Overt and Covert fingerprinting in Set-Top-Boxes &
- (iv) Watermarking network logo for all pay channels.

The scheduling has been so amended that the Distributor of Pay TV broadcasting services will keep a minimum gap of six months between the two annual audits and the maximum time gap is eighteen months. Similarly, the minimum transactional capacity required for CAS and SMS systems has been revised to 5% instead of earlier 10%. Since implementation of the new framework, all Distributors are deploying STBs that are compliant with Covert and Overt fingerprinting. The Authority took a pragmatic view on this aspect owing to already existing field deployments and revised the extant provisions in schedule III of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations 2017. The amended regulations will help in establishing a fully compliant trust-based Audit regime conducted as per extant regulations by the empanelled Auditors.

- **Amendments dated 1<sup>st</sup> January, 2020 to Tariff Order, Interconnection Regulations and Quality of Services Regulations of 2017 for Broadcasting and Cable Services sector**

2.6.8 Keeping in view the implementation of Digital Addressable Systems (DAS) and to enable the sector to realize its benefits, the Telecom Regulatory Authority of India (TRAI), after due consultation process, published a comprehensive regulatory framework for DAS on 3<sup>rd</sup> March, 2017. However, the framework was quite successful in establishing harmonized business processes in the sector, level-playing-field, bringing-in transparency in TV channel pricing, reducing litigations among stakeholders and providing equal opportunities to smaller Multi System Operators (MSOs). As a result, there was a pronounced reduction in disputes among stakeholders as well as entry barriers. The transparency was ushered better tax compliance thereby improving government revenue. However, the intended choice to consumers to select what they want, got scuttled due to various malpractices by service providers

Therefore, through consultation process, TRAI sought comments and suggestions from various stakeholders, on certain tariff & interconnection related issues which the Authority felt require some changes and are pivotal to achieve the overall objective of the regulatory framework notified in March, 2017. After due consultation with the stakeholders, TRAI issued following amendments to the regulatory framework for Broadcasting and Cable Services Sector on 1<sup>st</sup> January, 2020: -

- (i) The Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020
- (ii) Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Third Amendment) Regulations, 2020
- (iii) Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Second Amendment) Regulations, 2020

The amendments address the teething issues faced by the consumers, while balancing the interests of broadcasters as well-as the DPOs to create a level playing field. These amendments are to address certain anomalies in market which necessitated review for achieving the orderly growth of the sector. The said amendments carried out through the consultation process has left the basic contours of the new regime untouched and the Broadcasters/Distribution Platform Operators (DPOs) will continue to enjoy the flexibility in carrying out their businesses. The review exercise has been limited to certain consumer friendly measures and to balance the interest of stakeholders. The revisions strive to ensure that the objectives of the existing framework get fulfilled to great extent.

The salient features of the amendments to the regulatory framework for Broadcasting and Cable Services Sector on 1<sup>st</sup> January, 2020 are: -

- (i) Increase in number of SD channels from 100 to 200 in the NCF of maximum ₹ 130/- per month.

- (ii) More than 200 SD channels in the NCF of maximum ₹ 160/- per month.
- (iii) Flexibility to DPOs to declare different NCFs for different regions/areas within its service area. This provision will help DPOs to innovate and cater to local demands in their tariff offerings resulting in lower NCF in rural/remote areas.
- (iv) Flexibility for DPOs to offer promotional schemes. They can also offer discounts on NCF and Distributor Retail Prices (DRP) on long term subscriptions, having duration 6 months or above.
- (v) Reduction of ceiling price on MRP of pay channels for inclusion in bouquet from ₹ 19/- to ₹ 12/-.
- (vi) NCF for 2<sup>nd</sup> TV connection and onwards in multi TV homes not more than 40% of declared NCF per additional TV.
- (vii) Subscribers can choose different set of channels for each TV connection in a multi TV home.
- (viii) DPOs may offer discounts on NCF and DRP on long term subscriptions of duration of 6 months and above.
- (ix) Introduction of a time tested and industry accepted twin-conditions, to ensure that there is a reasonable relationship between the prices of pay channels on a-la-carte basis and the bouquet.
- (x) Reasonable restrictions on number of bouquets offered by broadcasters - Number of bouquets of pay channels not to be more than number of pay channels offered by a broadcaster.
- (xi) MRP of a channel should not be more than the MRP of any bouquet containing that channel in order to bring further reasonableness in the bouquet formation and pricing.
- (xii) Full flexibility to the DPOs to organize the television channels on EPG based on Language or Genre. The provision will safeguard consumers' and broadcasters' interest vis-à-vis erstwhile arbitrary maneuvering by DPOs. This will also save regional and smaller broadcasters from any probable misuse by DPO.
- (xiii) Capping of the carriage fee @ ₹ four lakhs (₹ 4 Lakh) per Standard Definition (SD) Channel per month for a DPO. This will ensure viability of news, regional and niche channels.

- 2.7 Telecom Regulatory Authority of India issued the following Directions and Order to the Service Providers during the year 2019-20 for compliance of its order/Regulations, some of these Directions are detailed below: -

#### TELECOM SECTOR

Sl. No.	List of Directions
1.	Direction dated 3 <sup>rd</sup> April, 2019 to all Access service providers regarding segmented offers.
2.	Direction dated 3 <sup>rd</sup> April, 2019 regarding withdrawal of provision for publication of Tariffs.
3.	Direction dated 22 <sup>nd</sup> April, 2019 on withdrawal of direction on missed calls (Wangiri Calls) originating from outside the country dated 7 <sup>th</sup> September, 2012.
4.	Direction dated 10 <sup>th</sup> June, 2019 to M/s TTSL to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post paid subscribers pursuant etc. surrender of administratively allocated spectrum in 800 MHz band and closure of services under the CDMA Technology in the service areas, of Gujarat, Kolkata, Karnataka, Tamil Nadu, Kerala, Punjab, UP(West), UP(East), Rajasthan, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar and Orissa.
5.	Amendment dated 15 <sup>th</sup> July, 2019 to Direction No. 311-31/2012-QoS dated the 14 <sup>th</sup> November, 2014, regarding prefixing of code of service provider and service area to the alpha-numeric identifier of all commercial SMSs which are sent with only sender identification and without the normal ten-digit mobile number.
6.	Direction dated 6 <sup>th</sup> August, 2019 under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997, regarding submission of Performance Monitoring Report to the Authority.
7.	Direction dated 17 <sup>th</sup> October, 2019 regarding implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 for providing service area codes and service providers codes
8.	Direction dated 17 <sup>th</sup> October, 2019 to all Telecom Service Providers and MNPSs for providing final opportunity to the subscribers of Aircel Group for porting their mobile numbers by 31 <sup>st</sup> October, 2019.
9.	Direction dated 15 <sup>th</sup> November, 2019 on submission of Coverage Map data.
10.	Direction dated 2 <sup>nd</sup> January, 2020 to implement Green Technology in the Telecom Sector and submission of the Carbon Footprint Report - Issued to all Basic, CMTS, UASL, Unified License & UL (VNO) Licensees, National Long Distance Service Providers, Internet Service Providers, International Long-Distance Service Providers.
11.	Direction dated 20 <sup>th</sup> January, 2020 regarding implementation of The Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018.
12.	Amendment dated 26 <sup>th</sup> February, 2020 to Direction dated 17 <sup>th</sup> October, 2019, to facilitate porting of second and further Mobile Numbers in Jammu and Kashmir License Service Area.

## DIRECTIONS

- **Direction dated 3<sup>rd</sup> April, 2019 to all Access service providers regarding segmented offers**

2.7.1 Through this direction the Authority directed all the Access Service Providers to provide, within fifteen days of the date of issue of this direction, on a monthly basis, for each LSA, the details of segmented offer from April, 2018 till March, 2019 in the enclosed format, including:-

- (i) Details of rates and related terms & conditions, quantum of services, name of the tariff plan and validity period of subscription & benefits available to the subscriber (s) in the said plan in which segmented offer has been given;
- (ii) Number of subscribers, at the end of each month, who have availed the segmented offer within each tariff plan;
- (iii) The declaration that the benefits of such segmented offers have been made available to all the existing customers falling in the segment/ class and the principle of non-discrimination has been strictly followed;

Thereafter for each month from April, 2019 above mentioned details of segmented offer may be submitted to TRAI within ten working days from the last day of the month.

- **Direction dated 3<sup>rd</sup> April, 2019 regarding withdrawal of provision for publication of Tariffs**

2.7.2 TRAI vide its direction no. 312-4/2018-F&EA dated 3<sup>rd</sup> April, 2019 withdrew clauses 7(iv) and 7(v) of the Direction No.301-14/2010-ER dated 16<sup>th</sup> January, 2012 wherein the Telecom Access Service Providers were required to publish all tariff plans in the prescribed formats along with the address of the website and the contact details of Customer Care Centres at least in one regional language newspaper of the service area and one English newspaper and repeat such publication at an interval of not more than six months and to confirm to the Authority the fact of the publication. All other clauses from 7(i) to 7(iii) of the said direction would continue to remain in force.

- **Direction dated 22<sup>nd</sup> April, 2019 on withdrawal of direction on missed calls (Wangiri Calls) originating from outside the country dated 7<sup>th</sup> September, 2012**

2.7.3 TRAI through this direction withdrew its earlier direction on missed calls (Wangiri Calls) originating from outside the country dated 7<sup>th</sup> September, 2012.

- **Direction dated 10<sup>th</sup> June, 2019 to M/s TTSL to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post paid subscribers pursuant etc. surrender of administratively allocated spectrum in 800 MHz band and closure of services under the CDMA Technology in the service areas, of Gujarat, Kolkata, Karnataka, Tamil Nadu, Kerala, Punjab, UP(West), UP(East), Rajasthan, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar and Orissa**

2.7.4 M/s Tata Teleservices Limited informed TRAI that pursuant to surrender of administratively allocated spectrum in 800 MHz band, they would be closing their services under the CDMA Technology in the service areas, of Gujarat, Kolkata, Karnataka, Tamil Nadu, Kerala, Punjab,

Uttar Pradesh (West), Uttar Pradesh (East), Rajasthan, Madhya Pradesh, West Bengal, Himachal Pradesh, Bihar and Orissa.

Accordingly, a Direction was issued on 10<sup>th</sup> June, 2019 to M/s TTSL to furnish details with a view to facilitate refund of unspent balance of pre-paid mobile subscribers and security deposit of the post-paid subscribers of these licensed service areas.

- **Amendment dated 15<sup>th</sup> July, 2019 to Direction No. 311-31/2012-QoS dated the 14<sup>th</sup> November, 2014, regarding prefixing of code of service provider and service area to the alpha-numeric identifier of all commercial SMSs which are sent with only sender identification and without the normal ten-digit mobile number**

2.7.5 TRAI through this direction amends the list of codes of service providers as given in Annexure A in the earlier direction.

- **Direction dated 6<sup>th</sup> August, 2019 to access service providers regarding submission of Performance Monitoring Report to the Authority**

2.7.6 TRAI vide its direction no. 311-04/2017-QoS dated 6<sup>th</sup> August, 2019 in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (iv) of clause (b) of sub-section (1) of section 11, of the TRAI Act, 1997 (24 of 1997) and the provisions of TCCCPR Regulations, 2018, directed all Access Service Providers to submit the following compliance reports, with effect from month ending September, 2019, on monthly basis, and within ten days from the end of each calendar month:-

- (i) Performance Monitoring Reports as per the formats specified in Annexure I & II of the direction, in writing duly signed by authorized signatory and also electronically.
  - (ii) Performance Monitoring Reports as per the formats specified in Annexure III, IV, V & VI of the direction, to be submitted electronically.
- **Direction dated 17<sup>th</sup> October, 2019 regarding implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 for providing service area codes and service providers codes**

2.7.7 TRAI had issued the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December, 2018, to the principal regulations of Telecommunication Mobile Number Portability (MNP) Regulations 2009. The revised MNP process came in force w.e.f. 16<sup>th</sup> December, 2019.

Through these directions, the format of Unique Porting Code (UPC) its validity in special LSAs, (namely Jammu & Kashmir, North East, Assam) and other LSAs have been detailed. Also formats of SMS for generating UPC and submitting request for cancellation of port request have been given. The access service providers and MNPSPs have been directed through these directions, to set up in their mobile network and system, respectively, a mechanism to receive requests for UPC and requests for cancellation of port request; and execute the same accordingly.

- **Direction dated 17<sup>th</sup> October, 2019 to all Telecom Service Providers and MNPSs for providing final opportunity to the subscribers of Aircel Group for porting their mobile numbers by 31<sup>st</sup> October, 2019**

2.7.8 M/s Aircel Ltd. and M/s Dishnet Wireless Ltd. (both collectively referred to as M/s Aircel Group), vide their letter dated 22<sup>nd</sup> February, 2018, inter-alia had requested the Authority to issue suitable direction for allotting additional codes to generate unique porting codes (UPCs) in the licensed service areas where their subscriber base is in excess of one million; allow mobile number portability to subscribers where a period of ninety days has not elapsed from the date of activation into the network of M/s Aircel Group and extend validity of UPCs up-to forty five days, to enable smooth porting.

Keeping in view the request of M/s Aircel Group and to facilitate Mobile Number Portability for the subscribers of M/s Aircel Group in the licensed service areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal, TRAI on dated 27<sup>th</sup> February, 2018, issued direction allotting additional codes for generation of UPCs.

In order to ensure that the subscribers of M/s Aircel Group are able to port their existing mobile numbers to the service provider of their choice and continue to have uninterrupted mobile services after closing of its services in the above-mentioned licensed service areas, TRAI vide direction dated 17<sup>th</sup> April, 2018; had directed M/s Aircel Group to extend the validity of all UPCs generated pursuant to the direction dated 27<sup>th</sup> February, 2018 and UPCs generated prior to the date of the said direction which were valid on that date, till further direction/ order. Approximately 19 million subscribers of M/s Aircel Group have availed the port-out facility from the 27<sup>th</sup> February, 2018 (date of issue of the Direction) to 31<sup>st</sup> August, 2019.

Post issuance of the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 on 13<sup>th</sup> December, 2018, TRAI had sought nominations from all telecom service providers including M/s Aircel Group for the Committee formed for implementation of revised MNP process. In response to TRAI's request, M/s Aircel Group informed that since they are not operating anymore in any circle, they may be exempted in ongoing implementation activities.

As per the terms of the license, it is obligatory on the part of all the licensees including M/s Aircel Group to make necessary provisions for the implementation of the revised mobile number portability process without fail in the interest of the mobile subscribers. Accordingly, TRAI issued a letter on 23<sup>rd</sup> April, 2019 suggesting M/s Aircel Group to coordinate with both the Mobile Number Portability Service providers, for implementation of the revised mobile number portability process, as and when it decides to provide the services under the license in future.

Through this Direction, subscribers of M/s Aircel Group, who were yet to port out their mobile number, in the licensed services areas of Andhra Pradesh, Assam, Bihar, Delhi, Jammu & Kashmir, Karnataka, Kerala, Kolkata, Mumbai, North East, Odisha, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh (East) and West Bengal were given final opportunity to avail the Mobile Number Portability facility to port out their mobile number by submitting their porting request on or before 31<sup>st</sup> October, 2019. After the said date, UPC assigned, if any, shall become invalid for submission of the porting request.

- **Direction dated 15<sup>th</sup> November, 2019 on submission of Coverage Map data**

2.7.9 TRAI vide its direction No. 305-10/2019-QoS dated 15<sup>th</sup> November, 2019 in exercise of powers conferred upon it under section 13, read with sub-clauses (i) and (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997, hereby directs all access providers to submit the coverage map data as per specifications [at Annexure 'A'] for the licensed service area of Delhi and Madhya Pradesh, within fifteen days of issue of this direction and for other service areas, as and when asked by the Authority.

- **Direction dated 2<sup>nd</sup> January, 2020 to implement Green Technology in the Telecom Sector and submission of the Carbon Footprint Report - Issued to all Basic, CMTS, UASL, Unified License & UL (VNO) Licensees, National Long Distance Service Providers, Internet Service Providers, International Long-Distance Service Providers**

2.7.10 The Department of Telecommunications issued directions in the year 2012 on implementation of Green Technologies in Telecom Sector to all CMTS/UASL/Basic Service/NLD/ILD/ISP Licensees Including BSNL and MTNL directing them to, inter-alia, declare the carbon footprint of their network operations to Telecom Regulatory Authority of India.

The Authority issued directions dated 18<sup>th</sup> November, 2013 to all CMTS/UASL/Basic Service/NLD/ILD/ISP Licensees directing them to comply with the provisions of DoT's above said directions and reiterated therein the manner and time period for reporting of Carbon Footprint Report to the Authority.

In pursuance of DoT's communication dated 23<sup>rd</sup> November, 2015 the Authority issued recommendations on "Approach towards Sustainable Telecommunications" on 23<sup>rd</sup> October, 2017, to achieve the objectives of Green Telecom and reduce the carbon footprint in the telecom sector.

Government of India considered the said recommendations of the Authority and accordingly, issued Directions to Licensees prescribing therein the manner and time period for reporting the Carbon Footprint of their network operation to DGT Wing of DoT in the proforma as per Annexure attached therein. Hence, the Direction dated 18<sup>th</sup> November, 2013 issued by the Authority has become infructuous.

Therefore, in exercise of the powers conferred upon it under Section 13, read with sub-clause (i) of clause (b) of sub-section (1) of Section 11, of the Telecom Regulatory Authority of India Act, 1997, the Authority withdraws its directions F.No.815-3/2012-TD dated 18<sup>th</sup> November, 2013.

- **Direction dated 20<sup>th</sup> January 2020 regarding implementation of The Telecom Commercial Communications Customer Preference Regulations (TCCCPR), 2018**

2.7.11 TRAI vide its direction no. 311-04/2017-QoS dated 20<sup>th</sup> January, 2020 in exercise of the powers conferred upon it under section 13 read with sub-clauses (i) and (iv) of clause (b) of sub-section (1) of section 11, of the TRAI Act, 1997 and the provisions of TCCCPR Regulations, 2018, directed all Access Service Providers that :-

- (i) Not assign new SMS and voice headers without registration in the new system established by Access Providers in accordance with the regulations.

- (ii) Migrate the existing SMS and voice headers as listed by the Authority, based on the list of headers submitted by Access Providers (consolidated list shared by TRAI with Access Providers vide email dated 10<sup>th</sup> January, 2020, as provided in Annexure-I), and which are in use in last one year, to new system within four weeks' time;
- (iii) Ensure that Principal Entities submit list of existing subscriber's consent to Access Providers within fifteen days from the issue of this Directions.
- (iv) Ensure that consents recorded prior to six months from the date of issue of this Direction, become invalid, and should not be migrated to the new system.
- (v) Ensure that all new consents of subscribers shall be registered in the new system, as per provisions of the regulations.
- (vi) Ensure that Principal Entities are not able to send promotional messages or calls to the subscribers who have not opted for such preference, if they have not shared subscribers' consent with Access Providers or not acquired consent from the subscribers according to the provisions of the regulations;
- (vii) Ensure that Principal Entities are not able to send any commercial communication till they register themselves with Access Providers.
- (viii) Ensure that Principal Entities are not able to send any service and transactional messages till they register content template against specific registered header with Access Providers;
- (ix) Run a media campaign on its own or in collaboration with other Access Providers, within fifteen days from the issue of this direction, by publication of advertisements in at least two leading National newspapers of Hindi and English :-
  - a) Make Customers aware that in case they make unsolicited commercial communication, their telecom resources may be put under Usage Cap or Disconnected, as per the provisions of the regulations.
  - b) (ii) Make Principal Entities aware about the measures they need to take such as registration of header and content template, submission of existing subscriber's consents and acquisition process of consent.
  - c) (iii) Make Customer, Principal entities and other stakeholders aware about the measures they need to take, and measures taken by Access Providers including the details of web portal and relevant apps, to curb the menace of unsolicited commercial communications.
- (x) Share with the Authority the plan with timelines, in compliance to regulation 11 of the regulations, for periodic publicity specifying content, medium, frequency and manner of such publicity, within thirty days of issue from this direction.
- (xi) The directions at sub-clauses (a), (b), (c), (d), (e), (i) and (j) above, came into force with immediate effect and the directions at sub-clauses (f), (g) and (h) came into force after 15 days of issue of this direction.

- **Amendment dated 26<sup>th</sup> February, 2020 to Direction dated 17<sup>th</sup> October, 2019, to facilitate porting of second and further Mobile Numbers in Jammu and Kashmir License Service Area**

2.7.12 The Authority, vide its Direction dated 17<sup>th</sup> October, 2019, inter-alia, directed Access Service Providers to set up, in its mobile network, a mechanism for the purpose of receiving Short Message Service (SMS) from its subscribers requesting for a Unique Porting Code as well as for cancellation of the already in progress port request as per the mechanism provisioned in the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018 dated 13<sup>th</sup> December, 2018, as the case may be, and forwarding such requests to the Mobile Number Portability Service Provider of the zone to which the mobile number belongs;

In the scenario of inter-circle porting, a subscriber intending to port his second or subsequent mobile connections from any of the telecom service provider belonging to a licensed service area other than Jammu & Kashmir, North East and Assam, to the telecom service provider in Jammu and Kashmir licensed service area, would face rejection of porting request as the UPC generated by the subscriber with the validity of four days (as specified through seventh amendment regulations) will be no longer valid upon expiry of ten days' time specified through the instructions of Department of Telecommunications for clearance from local Police.

Therefore, the Authority, through its Direction dated 26<sup>th</sup> February, 2020, for the reasons mentioned above and to ensure compliance of terms & conditions of license and to protect the interest of consumers, amended the Direction dated 17<sup>th</sup> October, 2019 by inserting the following proviso: -

“Provided also that if upon receipt of the porting request from recipient operator, the Mobile Number Portability Service Providers finds that the recipient operator belongs to Jammu & Kashmir licensed service area and the donor operator belongs to any licensed service area other than Jammu & Kashmir, North East and Assam; the validity of the UPC in such porting requests shall be deemed to be fifteen days and validity of UPC shall be counted ignoring the day on which the request for UPC is made by the subscriber.”

## BROADCASTING SECTOR

Sl. No.	List of Directions
1.	Direction dated 16 <sup>th</sup> April, 2019 to M/s Fastway Transmissions Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
2.	Direction dated 16 <sup>th</sup> April, 2019 to M/s Hathway Digital Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.

3.	Direction dated 16 <sup>th</sup> April, 2019 to M/s Siti Networks Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
4.	Direction dated 16 <sup>th</sup> April, 2019 to M/s IndusInd Media & Communications Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
5.	Direction dated 16 <sup>th</sup> April, 2019 to M/s Den Networks Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
6.	Direction dated 16 <sup>th</sup> April 2019 to M/s GTPL Hathway Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
7.	Direction dated 23 <sup>rd</sup> April 2019 to M/s Bharti Telemedia Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
8.	Direction dated 24 <sup>th</sup> April, 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
9.	Direction dated 1st May, 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
10.	Direction dated 1 <sup>st</sup> May, 2019 to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
11.	Direction dated 1 <sup>st</sup> May 2019 to M/s Sun Direct TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
12.	Direction dated 1 <sup>st</sup> May, 2019 to M/s Tata Sky Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
13.	Direction dated 3 <sup>rd</sup> May, 2019 to Bhorer Alo Cable & Broadband Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
14.	Direction dated 3 <sup>rd</sup> May, 2019 to Barasat Cable TV Network Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
15.	Direction dated 3 <sup>rd</sup> May, 2019 to DigicableComm Services Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
16.	Direction dated 3 <sup>rd</sup> May, 2019 to GTPL Kolkata Cable & Broadband Pariseva Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
17.	Direction dated 3 <sup>rd</sup> May, 2019 to Multi Reach Media Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.

18.	Direction dated 8 <sup>th</sup> May, 2019 to Citi Cable Net (CCN Digital India) to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.
19.	Direction dated 8 <sup>th</sup> May, 2019 to Ganpati Cable to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.
20.	Direction dated 22 <sup>nd</sup> May, 2019 to M/s Chetak Cable Network to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.
21.	Direction dated 23 <sup>rd</sup> May, 2019 to M/s M.C. Transmission to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.
22.	Direction dated 8 <sup>th</sup> July, 2019 issued to M/s Tata Sky Limited for ensuring compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007.
23.	Direction dated 24 <sup>th</sup> July, 2019 to M/s Independent TV Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
24.	Order dated 16 <sup>th</sup> August, 2019 to Service Providers for reporting their details on Service Provider Portal.
25.	Direction dated 28 <sup>th</sup> August, 2019 to SITI Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
26.	Direction dated 28 <sup>th</sup> August, 2019 to IndusInd Media and Communications Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
27.	Direction dated 28 <sup>th</sup> August, 2019 to Hathway Digital Pvt. Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
28.	Direction dated 28 <sup>th</sup> August, 2019 to Den Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
29.	Direction dated 28 <sup>th</sup> August, 2019 to GTPL Hathway Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services.
30.	Direction dated 29 <sup>th</sup> October, 2019 to all distributors of television channels (DTH Operators and MSOs) under section 13, read with sub-clause(v) of clause(b) of sub-section (1) of section 11, of the TRAI Act, 1997 to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services.
31.	Direction dated 17 <sup>th</sup> January, 2020 to M/s Tata Sky Limited to ensure compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007.

## DIRECTIONS

- **Direction dated 16<sup>th</sup> April, 2019 to M/s Fastway Transmissions Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.13 Through this direction, the Authority directed M/s Fastway Transmissions Pvt Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 16<sup>th</sup> April, 2019 to M/s Hathway Digital Pvt Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.14 Through this direction, the Authority directed M/s Hathway Digital Pvt Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 16<sup>th</sup> April, 2019 to M/s SITI Networks Ltd to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.15 Through this direction, the Authority directed M/s SITI Networks Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 16<sup>th</sup> April, 2019 to M/s IndusInd Media and Communications Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.16 Through this direction, the Authority directed M/s IndusInd Media and Communications Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 16<sup>th</sup> April, 2019 to M/s Den Networks Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.17 Through this direction, the Authority directed M/s Den Networks Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 16<sup>th</sup> April, 2019 to M/s GTPL Hathway Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.18 Through this direction, the Authority directed M/s GTPL Hathway Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 23<sup>rd</sup> April, 2019 to M/s Bharti Telemedia Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.19 Through this direction, the Authority directed M/s Bharti Telemedia Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 24<sup>th</sup> April, 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.20 Through this direction, the Authority directed M/s Dish TV India Ltd directed to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 and Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 1<sup>st</sup> May, 2019 to M/s Dish TV India Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.21 Through this direction, the Authority directed M/s Dish TV India Ltd to :-

- (i) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;
- (ii) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
- (iii) Submit compliance to regulation 17 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 1<sup>st</sup> May 2019 to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.22 Through this direction, the Authority directed M/s Independent TV Ltd to:

- (i) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;
- (ii) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
- (iii) Submit compliance to regulation 17 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 1<sup>st</sup> May, 2019 to M/s Sun Direct TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.23 Through this direction, the Authority directed M/s Sun Direct TV Ltd to:

- (i) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;
- (ii) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
- (iii) (Submit compliance to regulation 17 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 1<sup>st</sup> May, 2019 to M/s Tata Sky Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.24 Through this direction, the Authority directed M/s Tata Sky Ltd to :-

- (i) Desist from migrating long term plan subscribers to any new plan till the contracted period unless the subscriber opts out of it or the validity of the long-term plan expires, whichever is earlier;
- (ii) Reinstate to earlier long-term plans with original validity date to the subscribers who have been migrated to any new plan unless the subscriber has himself opted out for; and
- (iii) Submit compliance to regulation 17 of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017

- **Direction dated 3<sup>rd</sup> May, 2019 to Bhorer Alo Cable & Broadband Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.25 Through this direction, the Authority directed Bhorer Alo Cable & Broadband Pvt Ltd to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (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 to report compliance as per the new regulatory framework.
- **Direction dated 3<sup>rd</sup> May, 2019 to Barasat Cable TV Network Pvt. Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.26 Through this direction, the Authority directed Barasat Cable TV Network Pvt Ltd to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (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 to report compliance as per the new regulatory framework.
- **Direction dated 3<sup>rd</sup> May, 2019 to M/s Digicablecomm Services Pvt Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.27 Through this direction, the Authority directed M/s Digicable comm Services Pvt Ltd to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (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 to report compliance as per the new regulatory framework.
- **Direction dated 3<sup>rd</sup> May, 2019 to GTPL Kolkata Cable & Broadband Pariseva Ltd. to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.28 Through this direction, the Authority directed GTPL Kolkata Cable & Broadband Pariseva Ltd to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (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 to report compliance as per the new regulatory framework.

- **Direction dated 3<sup>rd</sup> May, 2019 to M/s Multi Reach Media Pvt. Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.29 Through this direction, the Authority directed M/s Multi Reach Media Pvt. Ltd to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (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 to report compliance as per the new regulatory framework.

- **Direction dated 8<sup>th</sup> May, 2019 to Citi Cable Net (CCN Digital India) to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

2.7.30 Through this direction, the Authority directed Citi Cable Net (CCN Digital India) to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and to report compliance as per the new regulatory framework.

- **Direction dated 8<sup>th</sup> May, 2019 to M/s GANAPATI CABLE to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

2.7.31 Through this direction, the Authority directed M/s GANAPATI CABLE to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and to report compliance as per the new regulatory framework.

- **Direction dated 22<sup>nd</sup> May, 2019 to M/s Chetak Cable Network to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

2.7.32 Through this direction, the Authority directed M/s Chetak Cable Network to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and to report compliance as per the new regulatory framework.

- **Direction dated 23<sup>rd</sup> May, 2019 to M/s M.C. Transmission to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

2.7.33 Through this direction, the Authority directed M/s M.C. Transmission to resolve the issues mentioned in this direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 and to report compliance as per the new regulatory framework.

- **Direction dated 8<sup>th</sup> July, 2019 issued to M/s Tata Sky Limited for ensuring compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007**

2.7.34 Through this direction, the Authority directed M/s Tata Sky Ltd. to submit the following information: -

- (i) Confirm whether the choice was given to the consumer to choose between the proportionate refund and alternate channels;
  - (ii) Provide the details of the communication made to subscribers for providing choice to the consumers regarding the refund or refund policy;
  - (iii) Credit the refunds to the subscribers who were not given an option to choose between the proportionate refund and alternate channels, if any;
  - (iv) Provide a list of consumers with amount of the refund credited to the consumers for the period of discontinuance of the channels;
  - (v) Provide the list of churned out subscribers who were to be refunded for the period of discontinuance of the channels along with the details of the amount to be refunded to such subscribers;
  - (vi) Provide a copy of Interconnect Agreement of M/s Tata Sky Ltd. with M/s Sony Picture Private Limited which is in force as on date.
- **Direction dated 24<sup>th</sup> July, 2019 to M/s Independent TV Ltd to ensure compliance of various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.35 Through this direction, the Authority directed M/s Independent TV Ltd to provide the information on the following issues for the last six months ending on 30<sup>th</sup> June, 2019:

- (i) How many connection requests are pending beyond 7 days after receipt of payments/subscription from the consumers;
- (ii) How many complaints are still pending regarding refund not provided;
- (iii) In how many cases the refund has been provided to the consumer due to non-provision of services despite collecting the money in advance. Give the number of cases along with the amount refunded;
- (iv) Whether any channel has been removed from your platform without giving prior intimation to the consumer. Give details, if any;
- (v) Whether the services have been resumed after the blackout issue;
- (vi) Whether any rebate has been provided to the affected subscribers during the blackout period. If yes, how much rebate has been provided.

- **Order dated 16<sup>th</sup> August, 2019 to Service Providers for reporting their details on Service Provider Portal**

2.7.36 Through this order, the Authority called upon all the service providers of Broadcasting and Cable services to:

- (i) Report its name, address, contact number, e-mail address, website address, area, or operation, name/details of compliance officer as the case may be and license details or permission details or registration details, issued by the Central Government on the service provider portal.
- (ii) Update the details, if already entered in the service provider portal, within thirty days of the issue of this Order
- (iii) All Multi System Operators/HITS/LPTV operators are required to ensure that their linked local cable operator also upload their details as mentioned in para 8(a), on service provider portal [www.spp.trai.gov.in](http://www.spp.trai.gov.in).

- **Direction dated 28<sup>th</sup> August, 2019 to SITI Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.37 Through this direction, the Authority directed SITI Networks Ltd to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 28<sup>th</sup> August, 2019 to IndusInd Media and Communications Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.38 Through this direction, the Authority directed IndusInd Media and Communications Ltd to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 28<sup>th</sup> August, 2019 to Hathway Digital Pvt Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.39 Through this direction, the Authority directed Hathway Digital Pvt Ltd to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 28<sup>th</sup> August, 2019 to Den Networks Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.40 Through this direction, the Authority directed Den Networks Ltd to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 28<sup>th</sup> August, 2019 to GTPL Hathway Ltd. to ensure compliance to various provisions of the New Regulatory Framework for Broadcasting and Cable TV Services**

2.7.41 Through this direction, the Authority directed GTPL Hathway Ltd to resolve the issues mentioned in said direction and adhere to the provisions of the Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) Regulations, 2017 and the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017.

- **Direction dated 29<sup>th</sup> October, 2019 on to all distributors of television channels (DTH operators and MSOs) under section 13, read with sub-clause (v) of clause (b) of sub-section (1) of section 11, of the Telecom Regulatory Authority of India Act, 1997 to ensure compliance of various provisions of the new regulatory framework for Broadcasting and Cable TV Services**

2.7.42 Through this Direction the Authority directed all the distributors of television channels to: -

- (I) Immediately implement the promotional schemes offered by the said broadcasters and modify the Distributor Retail Price (DRP) of the channels;
- (ii) Display the modified DRPs of channels offered under promotional schemes on their website, consumer care channel and electronic programme guide;
- (iii) Charge from their subscribers, who have subscribed to the channels offered under promotional schemes on a-la-carte basis, the modified DRPs from the date of offer of such promotional schemes i.e. 15<sup>th</sup> October, 2019;
- (iv) Refund/adjust the excess subscription amount, if any, charged from the subscribers due to non-implementation of promotional schemes;

- **Direction dated 17<sup>th</sup> January, 2020 to M/s Tata Sky Limited to ensure compliance to Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007**

2.7.43 Through this direction, the Authority directed M/s Tata Sky Limited to: -

- (i) Refund to all the subscribers who were affected during the period from 1st October 2018 to 5<sup>th</sup> December, 2018, for which the payment was taken;
- (ii) Submit, to the Authority, a list of subscribers, to whom refund has been made under para (i) above, along with the amount of such refund;

- (iii) Deposit any amount that could not be refunded to the subscribers under para (i) above, into the following account, as per the provisions of the Telecommunication Consumers Education and Protection Fund Regulations 2007 (6 of 2007);

Account Name: Telecommunication Consumers Education and Protection Fund (TCEPF)

Account No: 520101223026359

Bank and Branch: Corporation Bank, Asaf Ali Road

IFSC Code: CORP0000679

- 2.8 In addition, TRAI issued following Consultation Papers to seek views of the various stakeholders on the various issues:

### TELECOM SECTOR

Sl. No.	List of Consultation Papers
1.	Consultation Paper dated 30 <sup>th</sup> May, 2019 on "Review of the Regulatory Framework for Interconnection".
2.	Consultation Paper dated 24 <sup>th</sup> June, 2019 on "Allotment of spectrum to Indian Railways for Public Safety and Security services".
3.	Draft Telecommunication Mobile Number Portability Per Port Transaction charges and Dipping Charges (Amendment) Regulation 2019 dated 16 <sup>th</sup> August, 2019.
4.	Consultation Paper dated 16 <sup>th</sup> September, 2019 on "Review of Scope of Infrastructure Providers Category-I (IP-I) Registration".
5.	Consultation Paper dated 18 <sup>th</sup> September, 2019 on "Review of Interconnection Usage Charges".
6.	Consultation Paper dated 19 <sup>th</sup> September, 2019 on "Reforming the Guidelines for Transfer / Merger of Telecom Licenses".
7.	Consultation paper dated 20 <sup>th</sup> September, 2019 on "Developing a Unified Numbering Plan for Fixed Line and Mobile Services".
8.	Consultation Paper dated 23 <sup>rd</sup> October, 2019 on "Cloud Service".
9.	Consultation Paper dated 8 <sup>th</sup> November, 2019 on "Review of Interconnection Usage Charges".
10.	Consultation Paper dated 27 <sup>th</sup> November, 2019 on "Transparency in Publishing of Tariff Offers".
11.	Pre-Consultation Paper dated 9 <sup>th</sup> December, 2019 on "Enabling Unbundling of Different Layers Through Differential Licensing".
12.	Consultation Paper dated 17 <sup>th</sup> December, 2019 on "Tariff Issue of Telecom Services".
13.	Consultation Paper dated 31 <sup>st</sup> December, 2019 on draft recommendations on "Network Testing before Commercial Launch of Services for Wireline Access Services".

14.	Consultation Paper dated 2 <sup>nd</sup> January, 2020 on “Traffic Management Practices (TMPs) and Multi-Stakeholder Body for Net Neutrality”.
15.	Consultation Paper dated 29 <sup>th</sup> January, 2020 on “Provision of Cellular backhaul connectivity via Satellite through VSAT under Commercial VSAT CUG Service Authorization”.
16.	Draft Telecommunication Tariff (65 <sup>th</sup> Amendment) Order, 2020 issued on 18 <sup>th</sup> February, 2020.

## CONSULTATION PAPERS

- **Consultation Paper dated 30<sup>th</sup> May, 2019 on “Review of the Regulatory Framework for Interconnection”**

2.8.1 Interconnection is the lifeline of telecommunication services. Subscribers of telecommunication services cannot communicate with each other or connect with services they require unless necessary interconnection arrangements are in place. Availability of effective and expeditious interconnection plays an important role in the growth of the telecommunication services sector. In order to ensure that interconnection arrangements are finalized in timely manner, a number of issues are required to be agreed upon by TSPs or determined by the sector regulator.

TRAI had issued "The Telecommunication Interconnection Regulation, 2018 dated 1<sup>st</sup> January, 2018 on Interconnection agreement, bank Guarantee, provisioning & augmentation of port at POIs, interconnection charges, disconnection of POIs and financial disincentive on interconnection matters. However, on the issue of review of the Level of Interconnection the Authority observed that there is a need for further deliberations.

In view of above, TRAI issued the Consultation Paper on "Review of the Regulatory Framework for Interconnection" to address the issue of fixed to fixed Point of Interconnection.

- **Consultation Paper dated 24<sup>th</sup> June, 2019 on “Allotment of spectrum to Indian Railways for Public Safety and Security services”**

2.8.2 DoT through its letter dated 27<sup>th</sup> February, 2019 informed that Indian Railways has proposed to install an Ultra-high-speed LTE based communication corridor along their network for Train-Ground and Train-Train communication. In this connection Indian Railways has requested DoT to reserve 15 MHz of spectrum in 700 MHz band for the purpose and to begin with 10 MHz to be allocated free of cost as the proposal is devoid of any commercial gain, but only for enhancing security and passenger amenities. Through the said letter, DoT has also requested TRAI to provide recommendations on administrative allotment of spectrum to Indian Railways and the quantum, price, appropriate frequency band (including 450-470 MHz band) and any other related issue, under the TRAI Act, 1997 as amended.

A Consultation Paper on "Allotment of spectrum to Indian Railways for Public Safety and Security services" was accordingly released on 24<sup>th</sup> June, 2019 to discuss the issues involved. The Consultation Paper is accessible in TRAI website at [www.trai.gov.in](http://www.trai.gov.in).

This consultation process culminated in the Recommendations on “Allotment of spectrum to Indian Railways for Public Safety and Security services” dated 25<sup>th</sup> October, 2019.

- **Draft Telecommunication Mobile Number Portability Per Port Transaction charges and Dipping Charges (Amendment) Regulation 2019 dated 16<sup>th</sup> August, 2019**

2.8.3 TRAI notified "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge Regulations, 2009" on 20<sup>th</sup> November, 2009. As per the principal regulation, TRAI fixed Rs. 19/- as 'Per Port Transaction Charge' and through notification of the Telecommunication Tariff Order (Forty-Ninth Amendment) Order, 2009 dated 20<sup>th</sup> November, 2009, the Authority prescribed the Per Port Transaction charge Rs. 19/- as ceiling.

The Authority revised the MNP process by issuing the "Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018" on 13<sup>th</sup> December, 2018 (Seventh Amendment) following a detailed public consultation. Subsequently, the Authority initiated a public consultation process for review of the per port transaction charge and other related charges for mobile number portability by issuing a consultation process on 22<sup>nd</sup> February, 2019 (subsequently updated on 1<sup>st</sup> April, 2019), inviting written comments on the issues raised in the consultation from stakeholders. An Open House Discussion in this regard was also held on 27<sup>th</sup> May, 2019. Pursuant to this, MNPSs and TSPs have submitted additional information.

Based on the comments and counter comments received during the consultation process, the deliberations of open house discussion and comments received afterwards from MNPSs and other stakeholders, the Authority issued draft "Telecommunication Mobile Number Portability Per Port Transaction Charge and Dipping Charge (Amendment) Regulations) 2019" on 16<sup>th</sup> August, 2019 for comments of stakeholders.

- **Consultation Paper dated 16<sup>th</sup> September, 2019 on "Review of Scope of Infrastructure Providers Category-I (IP-I) Registration"**

2.8.4 National Digital Communications Policy-2018 (NDCP-2018) aims to facilitate India's effective participation in the digital world economy. For achieving the policy objectives, participation of large number of stakeholders and huge investments would be required in the Core as well as Access networks. For achieving the universal broadband access, the policy envisages enhancement in the scope of Infrastructure Providers as below:

"Encourage and facilitate sharing of active infrastructure by enhancing the scope of Infrastructure Providers (IP) and promoting and incentivizing deployment of common sharable, passive as well as active, infrastructure."

Presently, the Infrastructure Providers Category-I (IP-I) provide assets such as Dark Fibre, Right of Way, Duct space and Tower on lease/ rent out/ sale basis to licensees of telecom services on mutually agreed terms and conditions. IP-I have played a significant role in making available affordable telecom services in India. Since IP-I already have expertise and experience in rolling out telecom infrastructure in the country, if the scope of their registration is expanded than they can play a more significant role in achieving the objectives of the policy.

This consultation process was initiated suo motu by the Authority to make recommendations to the Government for the encouragement and facilitation of sharing of passive as well as active infrastructure as envisaged in the NDCCP-2018. TRAI issued Consultation Paper on "Review of

Scope of Infrastructure Providers Category-I (IP-I) Registration” to seek the views of stakeholders on enhancement of the scope of IP-I registration for promoting and incentivizing the deployment of common sharable, passive as well as active, infrastructure.

- **Consultation Paper dated 18<sup>th</sup> September, 2019 on “Review of Interconnection Usage Charges”**

2.8.5 TRAI brought out the Consultation Paper on “Review of Interconnection Usage Charges” on 18<sup>th</sup> September, 2019.

This Consultation Paper embarked on the review of the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless termination calls.

- **Consultation Paper dated 19<sup>th</sup> September, 2019 on “Reforming the Guidelines for Transfer / Merger of Telecom Licenses”**

2.8.6 DoT through its letter dated 8<sup>th</sup> May, 2019, inter-alia, informed that the National Digital Communications Policy (NDCP), 2018 envisages simplifying and facilitating compliance obligations as one of the strategies and reforming the Guidelines for Mergers & Acquisitions, 2014 to enable simplification and fast-tracking of approval as one of the action plan for fulfilling the strategy. Through the said letter, DoT has sought the recommendations of TRAI on “Reforming the Guidelines on Mergers & Acquisitions, 2014”.

Accordingly, a Consultation Paper on “Reforming the Guidelines for Transfer/Merger of Telecom Licenses” was released on 19<sup>th</sup> September, 2019 providing the background information and seeking inputs of the stakeholders on reforms required to be made in the existing guidelines on Transfer/Merger of Licenses to enable simplification and fast tracking of approvals. The Consultation Paper is available on the TRAI’s website [www.trai.gov.in](http://www.trai.gov.in).

- **Consultation Paper dated 20<sup>th</sup> September, 2019 on “Developing a Unified Numbering Plan for Fixed Line and Mobile Services”**

2.8.7 TRAI received a reference dated 08<sup>th</sup> May, 2019 from DoT seeking recommendations on strategies of National Digital Communications Policy, 2018 which inter-alia includes “Ensuring adequate numbering resources, by developing a unified numbering plan for fixed line and mobile services”.

The Department of Telecommunications administers numbers for fixed and the mobile networks based on the series E.164 of ITU’s Telecommunication Standardization Sector (ITU-T) Recommendations. This ITU-T Recommendations describes “The international public telecommunication numbering plan” and provides the number structure and functionality of numbers used for international public telecommunication. In India, a major review of numbering plan was carried out in 2003, with the formulation of National Numbering Plan 2003. This plan created a numbering space for 750 million telephone connections – 450 million cellular mobile and 300 million basic phones. The National Numbering Plan (NNP) 2003 was formulated for a projected forecast of 50% tele-density by the year 2030. The anticipated 450 million cellular mobile connections by 2030 had already been achieved in 2009. After 16 years into the National Numbering Plan, adequate availability of numbering resources is threatened because of increase in the range of services and massive growth in number of connections especially in the mobile segment.

TRAI issued the Consultation Paper on “Developing a Unified Numbering Plan for Fixed Line and Mobile Services” to analyze the changes that affect the National Numbering Plan and to identify the way(s) in which numbering resource management and allocation policy might be managed for ensuring adequate numbering resources. The issues covered are the long-term suitability of numbering plan, unified numbering plan, efficient utilization of the numbers and an efficient allocation criterion.

- **Consultation Paper dated 23<sup>rd</sup> October, 2019 on “Cloud Service”**

2.8.8 TRAI issued Consultation Paper on “Cloud Service” on 23<sup>rd</sup> October, 2019 for seeking the comments of the stakeholders.

This consultation paper deliberates following issues:

- (i) To analyse and discuss the matters relevant for prescribing a framework for registration of Industry bod(y)(ies) for cloud service providers.
- (ii) Eligibility criteria for registration of CSP’s industry body, Obligations of CSPs’ industry body.
- (iii) Membership policy and other policy issues related to Governance Structure.
- (iv) The last date for written comments by stakeholders was 4<sup>th</sup> December, 2019 and counter comments, if any, by 18<sup>th</sup> December, 2019.

The OHD was held on 28<sup>th</sup> February, 2020.

- **Consultation Paper dated 8<sup>th</sup> November, 2019 on “Review of Interconnection Usage Charges”**

2.8.9 The Telecom Regulatory Authority of India (TRAI) brought out the Consultation Paper on “Review of Interconnection Usage Charges” on 8<sup>th</sup> November, 2019.

Through “The Telecommunication Interconnection Usage Charges (Fourteenth Amendment) Regulation, 2018 dated 12<sup>th</sup> January, 2018, the termination charges payable by an International Long-Distance Operator (ILDO) to the Access Providers in whose network the call terminates, were reduced from Rs. 0.53 per minutes to Rs. 0.30 per minutes w.e.f. 1<sup>st</sup> February, 2018.

This Consultation Paper embarked on the review of the existing regulatory regime for International Termination Charges (ITC).

- **Consultation Paper dated 27<sup>th</sup> November, 2019 on “Transparency in Publishing of Tariff Offers”**

2.8.10 Transparency is one of the regulatory principles of tariff assessment. The tariffs are primarily under forbearance but are subject to necessary regulatory oversight. Considering the inherent dynamism of the telecom sector which is exemplified in fast changing landscape as regards various operational aspects viz., the nature and composition of tariffs, frequency of changes in tariff, the preferred modes of communication etc., it becomes necessary to review the extant regulatory framework on a regular basis to ensure that the consumers do not face any situation of lack of information and misleading information in respect of Tariff Offers. It is also important

to strive to ensure that the information accessed by consumers is clear and unambiguous and easy to assess and compare. With these objectives, the Authority decided to undertake a comprehensive review of extant provisions aimed at transparency relating to flow of information from telecom service providers to consumers.

Accordingly, a consultation paper was issued mainly focusing on the following aspects:

- (i) Review of need and efficacy of existing formats prescribed for communication of tariff information.
  - (ii) Need for introducing tariff calculators to enable consumers to make the most optimal tariff selection for their needs.
  - (iii) Need for regulation of display of tariff information on websites of the service providers; and
  - (iv) Review of monitoring and compliance mechanism.
- **Pre-Consultation Paper dated 9<sup>th</sup> December, 2019 on “Enabling Unbundling of Different Layers Through Differential Licensing”**

2.8.11 DoT through its letter dated 8<sup>th</sup> May, 2019, inter-alia, informed that the National Digital Communications Policy (NDCP), 2018, under its ‘Propel India’ mission, envisages one of the strategies as ‘reforming the licensing and regulatory regime to catalyse Investments and Innovations and promote Ease of Doing Business’. Enabling unbundling of different layers (e.g. infrastructure, network, services and application layer) through differential licensing is one of the action plans for fulfilling the strategy. Through the said letter dated 8<sup>th</sup> May, 2019, DoT, inter-alia, requested TRAI to furnish recommendations on enabling unbundling of different layers through differential licensing, under the terms of the clause (a) of sub-section (1) of Section 11 of the Telecom Regulatory Authority of India Act, 1997 (as amended) by TRAI Amendment Act, 2000.

In this regard, a Pre-Consultation Paper on “Enabling Unbundling of Different Layers Through Differential Licensing” was released on 9<sup>th</sup> December, 2019 seeking inputs from the stakeholders. The Pre-Consultation Paper is available in the official website [www.trai.gov.in](http://www.trai.gov.in).

- **Consultation Paper dated 17<sup>th</sup> December, 2019 on “Tariff Issues of Telecom Services”**

2.8.12 TRAI has been mandated by the TRAI Act, 1997 to regulate the tariffs offered by the Telecom Service Provider for its various services. The telecommunications sector in India has witnessed several changes in the past few years in terms of the tariff offerings of various telecom service providers. This has not only resulted in an exponential increase in the use of telecom services but has also resulted in the tariffs of telecom services in India being amongst the lowest in the world.

In the last few months, many concerns have been raised about the health of the Indian telecom sector and the need to fix a floor price for telecom services. DoT has recently forwarded representations received by it from the TSPs regarding various issues, inter alia, including plea from some of the TSPs seeking floor tariff fixation by the regulator/Government. In this regard, a meeting was also held with the TSPs to discuss the tariff related issues. The TSPs raised various concerns in the said meeting.

The major private TSPs have, meanwhile, announced a revision in their tariff offerings, applicable from the 3<sup>rd</sup> and 6<sup>th</sup> of December, 2019 for the different TSPs. The hikes announced range from 15 to 50% increase in tariffs for the various tariff offerings of these TSPs. Subsequently, the Authority received a detailed representation from COAL dated 3<sup>rd</sup> December, 2019 seeking fixation of a floor price by the Regulator.

TRAI has so far observed a policy of forbearance in respect of telecom tariffs for valid reasons. It gives the service providers the freedom and flexibility to design their tariff offerings as per the demands of the market. It gives free play to the forces of healthy competition and has resulted in an exponential growth in the Indian telecom sector in the past two decades. Most economists also advise against the fixation of price controls as it leads to economic inefficiencies, consumer harm, market distortions and reduced innovation.

However, ensuring the provision of ever-increasing data consumption and a good Quality of Service requires a lot of investment in maintaining and improving telecom infrastructure. Fast pace of technological changes in the sector require huge capital investments. Telecom sector is the infrastructure provider for many other sectors of the economy. Thus, making sure that the telecom sector remains healthy and its orderly growth are equally important. These are crucial issues currently impacting the telecom sector and a detailed deliberation by all the stakeholders is necessary to find the best way forward.

Accordingly, the Authority floated a consultation paper on "Tariff Issues of Telecom Services inviting comments from all the stakeholders, on various issues relating to tariff in telecom sector.

- **Consultation Paper dated 31<sup>st</sup> December, 2019 on draft recommendations on "Network Testing before Commercial Launch of Services for Wireline Access Services"**

2.8.13 The Licensees are bound by roll-out obligations and other license conditions to provide access services. It is important that all applicable systems are tested before the commencement of commercial services as the licensee has to ensure that its service meets the Quality of Service (QoS) standards and other conditions prescribed by the Licensor or Telecom Regulatory Authority of India (TRAI).

DoT through its letter dated 16<sup>th</sup> July, 2019, communicated to TRAI that the Government has accepted the TRAI's recommendations dated 4<sup>th</sup> December, 2017 on "Network Testing before Commercial Launch of Services" and it has been decided that TRAI may be requested to give similar recommendations for Wireline Access Services. DoT had requested that recommendations on Network testing before commercial launch of wireline Access Services may be provided.

Most of the issues raised during the consultation process for the norms for network testing before commercial launch for mobile services, were equally applicable for wireline access services. However, as per the reference received from DoT, this Consultation Paper on draft recommendations was issued to solicit the views of the stakeholders for specifying the norms of Network Testing before commercial launch of services for wireline access services.

- **Consultation Paper dated 2<sup>nd</sup> January, 2020 on ‘Traffic Management Practices (TMPs) and Multi-Stakeholder Body for Net Neutrality’**

2.8.14 TRAI on 2<sup>nd</sup> January, 2020 issued Consultation Paper on ‘Traffic Management Practices (TMPs) and Multi-Stakeholder Body for Net Neutrality’ for seeking the comments of the stakeholders.

This consultation paper deliberates following issues:

- (i) To deliberates the issues related to traffic management practices and the Multi Stake Holder body on Net Neutrality.
  - (ii) Various challenges in measurement of internet traffic and compilation of reasonable traffic management practices.
  - (iii) Establishment of a framework to formulate TMPs.
  - (iv) Issues related to composition, function, Governance Structure of various multi-stakeholder body.
  - (v) The last date for written comments by stakeholders was 13<sup>th</sup> February, 2020 and counter comments, if any, was 27<sup>th</sup> February, 2020.
- **Consultation Paper dated 29<sup>th</sup> January, 2020 on "Provision of Cellular backhaul connectivity via Satellite through VSAT under commercial VSAT CUG Service Authorization"**

2.8.15 Department of Telecommunications (DoT), through its letter dated 13<sup>th</sup> August, 2019 requested TRAI to furnish recommendations on terms and conditions of Unified License and Unified License VNO agreement for permitting backhaul links for mobile network via satellite through VSAT under the terms of Telecom Regulatory Authority of India Act, 1997 (as amended). DoT had stated that there exists a requirement for utilizing VSAT capabilities and allowing cellular backhaul for connecting BTS/Mobile network in far flung areas under Commercial VSAT CUG Service License to enhance provisioning of internet and voice services in the hitherto uncovered areas.

In this regard, a Consultation Paper on "Provision of Cellular backhaul connectivity via Satellite through VSAT under commercial VSAT CUG Service Authorization" was released on 29<sup>th</sup> January, 2020 seeking inputs from the stakeholders.

The Consultation Paper is available in TRAI’s website [www.trai.gov.in](http://www.trai.gov.in)

- **Draft Telecommunication Tariff (65<sup>th</sup> Amendment) Order, 2020 issued on 18<sup>th</sup> February, 2020**

2.8.16 As per the extant provisions of the Telecommunication Tariff Order, 1999, the telecom service providers are required to charge a minimum of 50 paisa per SMS for every SMS exceeding 100 SMS per SIM per day. The aforesaid regulation was introduced in the Telecommunication Tariff Order in the year 2012 to serve as a complimentary safeguard to the provisions of then Telecom Commercial Communications Customer Preference Regulation, 2010 (TCCCPR 2010) to curb the menace of Unsolicited Commercial Communication (UCC).

In 2018, the TRAI replaced TCCCPR 2010 with the Telecom Commercial Communications Customer Preference Regulations, 2018 dated the 19<sup>th</sup> July, 2018 (TCCCPR, 2018). The new regulatory framework prescribed under the TCCCPR 2018 is technology driven and prescribes technological solutions to detect the UCC such as advanced signature solutions, UCC detect system etc. Considering the comprehensiveness of TCCCPR 2018 in dealing with the menace of UCC, it was felt that the aforesaid tariff regulation needs to be reviewed for continued relevance.

Accordingly, the Draft Telecommunication (65<sup>th</sup> Amendment) Order 2020 was issued for consultation with stakeholders.

### BROADCASTING & CABLE TV SECTOR

Sl. No.	List of Consultation Papers
1.	Consultation Paper dated 9 <sup>th</sup> April, 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”.
2.	Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019 dated 22 <sup>nd</sup> April, 2019.
3.	Consultation Paper dated 19 <sup>th</sup> July, 2019 on “KYC of DTH Set Top Boxes”.
4.	Draft Regulation dated 9 <sup>th</sup> August, 2019 to facilitate consumer choice of TV channels using Application Program Interface (API).
5.	Consultation Paper dated 16 <sup>th</sup> August, 2019 on “Tariff related issues for Broadcasting and Cable services”.
6.	Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 dated 27 <sup>th</sup> August, 2019.
7.	Consultation Paper dated 28 <sup>th</sup> August, 2019 on “Platform Services offered by DTH Operators”.
8.	Consultation Paper dated 25 <sup>th</sup> September, 2019 on “Issues related to Interconnection Regulation, 2017”.
9.	Consultation Paper dated 16 <sup>th</sup> October, 2019 on “Reserve Price for auction of FM Radio channels”.
10.	Consultation paper dated 11 <sup>th</sup> November, 2019 on “Interoperability of Set Top Box”.

## CONSULTATION PAPERS

- **Consultation Paper dated 9<sup>th</sup> April, 2019 on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”**

2.8.17 TRAI on 9<sup>th</sup> April, 2019, released Consultation Paper on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services”. Through this consultation paper, TRAI sought comments of the stakeholders on the following issues: -

- (i) Do the present rules and provisions as regards eligibility and net worth for MSO require a review or modification?
- (ii) If yes, should there be provisions specifying eligibility only for registered proprietorship / partnership firms or it should continue to include individuals or group of individuals as at present?
- (iii) Is there a need for prescribing an entry level minimum net worth for the MSOs?
- (iv) If yes, what should be the procedure to check and verify the net worth in case of individual or group of individuals? Similarly, what should be the mechanism to verify the net-worth as claimed by business entities like proprietor-ship firm, partnership firm, LLP or Company as the case may be?
- (v) Should the net worth requirements for entrant MSO be based on its proposed area of operation?
- (vi) If yes, what could be different classification of entrant MSOs based on area of operation?
- (vii) What should be the entry level net worth for each of the categories of MSOs if any classification is made on the basis of area of operation?
- (viii) In case, license area of MSO's is classified on the basis of area of operation, what should be the mechanism and criteria to classify existing MSOs?
- (ix) Should the minimum net worth required in case of MSOs operating in North east and/or J&K be relaxed compared to other regions?
- (x) If yes, by how much should the entry level net worth criteria be relaxed?
- (xi) What are the components of the fixed costs incurred by an entrant MSO?
- (xii) What are the components of the variable costs incurred by an entrant MSO?
- (xiii) How do the fixed costs and the variable costs depend upon the scale of the operation that is for the small, medium and large operators?
- (xiv) Should the minimum net worth required be based upon the average fixed cost incurred by an entrant? If yes, what should be the appropriate criterion?
- (xv) Discuss if there could be some other criteria in context of costs incurred such as a combination of average fixed and variable costs.

- (xvi) What is the average cost incurred in establishing a minimum capacity of 100/200/300/500 channels? Should the minimum net worth depend upon the proposed channel carrying capacity of the entrant?
- (xvii) If the answer to question 3.16 is in affirmative, what should be the minimum net worth requirement for an entrant MSO willing to provide just the basic service tier of channels? Further, how should the minimum net worth requirement vary with increase in proposed capacity tier?
- (xviii) Should the minimum net worth depend upon the proposed number of subscribers that an applicant MSO would cater to?
- (xix) If the answer to question 3.18 is in affirmative, what should be the proposed number of subscribers and the relevant net worth for the same?
- (xx) Discuss if any other criterion could be used to determine the entry level net worth of the MSOs?
- (xxi) Should necessary modifications be made in Cable TV rules in case of individual applicants so as to ascertain his/her net worth more prudently compared to the existing regime?
- (xxii) Should the individual be permitted to seek MSO registration? If he/she is permitted, what should be the method for calculating and verifying his/her net worth?
- (xxiii) Which documents need to be furnished at the time of registration in order to justify the given net worth requirements for all other 3 cases, i.e., body of individual, partnership firms, companies?
- (xxiv) Comments on the contents of proforma on the basis of which net worth for the new entities is to be calculated?

- **Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019 dated 22<sup>nd</sup> April, 2019**

2.8.18 TRAI on 22<sup>nd</sup> April, 2019, released Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019. Through this draft Register of Interconnection Agreements regulations, TRAI sought comments of the stakeholders with detailed reasons and justifications. The objective of this draft regulation was to ensure that all the Interconnection agreements are filed by every broadcaster and the distributor of television channels (with average active subscriber base of its entire distribution network equal to or more than two lakhs).

- **Consultation Paper dated 19<sup>th</sup> July, 2019 on “KYC of DTH Set Top Boxes”**

2.8.19 TRAI on 19<sup>th</sup> July, 2019, released Consultation Paper on “KYC of DTH Set Top Boxes”. Through this consultation paper, TRAI sought comments of the stakeholders on the following issues: -

- (i) Is there a need for KYC or e-KYC of DTH Set Top Boxes to address the concern raised by MIB in their letter mentioned in paragraph 1.5 of this consultation paper? Give your answer with justification.

- (ii) If your answer to Q1 is in the affirmative, then what process is to be followed?
- (iii) Whether one-time KYC is enough at the time of installation or verification is required to be done on periodic basis to ensure its actual location? If yes, what should be the periodicity of such verification?
- (iv) Whether KYC of the existing DTH STBs is also required to be done along with the new DTH STBs? If yes, how much time should be given for verifying the existing STBs for DTH?
- (v) Whether the location-based services (LBS) needs to be incorporated in the DTH set top boxes to track its location? Will there be any cost implication? Give your response with supporting data and justification.
- (vi) Any other issue relevant to KYC of DTH Set Top Boxes?

- **Draft Regulation dated 9<sup>th</sup> August, 2019 to facilitate consumer choice of TV channels using Application Program Interface (API)**

2.8.20 TRAI on 09<sup>th</sup> August, 2019, released draft the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017. Through these draft regulations (second amendment), TRAI sought the comments of the stakeholders on the issue of developing of APP by third parties and consequent sharing of information using API between DPOs and consumers to have ease in selection of channels of their choice and reduce TV viewing charges by optimizing their subscription while allowing them to view channels of their interest.

- **Consultation paper dated 16<sup>th</sup> August, 2019 on “Tariff related issues for Broadcasting and Cable services”**

2.8.21 TRAI on 16<sup>th</sup> August, 2019, released Consultation paper on “Tariff related issues for Broadcasting and Cable services” seeking comments from the stakeholders. This paper discussed issues related to discount given in the formation of the bouquet, ceiling price of channels for inclusion in bouquet, need for formation of bouquet by Broadcasters and DPOs, Variable NCF and discount on long term plan. These issues were significant in terms of consumer welfare and considered it appropriate to obtain the views of the stakeholders.

- **Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019 dated 27<sup>th</sup> August, 2019**

2.8.22 TRAI on 27<sup>th</sup> August, 2019, released Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019. Through this draft regulation, TRAI sought comments of stakeholders on: -

- (i) Digital Rights Management Systems
- (ii) Transactional capacity of CAS and SMS system
- (iii) Fingerprinting - Support for Overt and Covert fingerprinting in STBs
- (iv) Watermarking network logo for all pay channels

- **Consultation Paper dated 28<sup>th</sup> August, 2019 on “Platform Services offered by DTH Operators”**

2.8.23 TRAI on 28<sup>th</sup> August, 2019, released Consultation Paper on “Platform Services offered by DTH Operators”. Through this consultation paper, TRAI sought comments of the stakeholders on the following issues: -

- (i) Do you think programmes of the PS should be exclusively available on one single DTH operators’ network only to qualify as a PS channel for the DPO? Should there be any sharing of such programmes with other DPOs? If yes, please provide justification and if no, the reasons thereof.
- (ii) In case answer to Question 1 is no, how it can be ensured that programmes of the PS are exclusively available only on single DTH operators’ network? What conditions are to be imposed in registration/license/guidelines?
- (iii) Is there a need to revisit/review the earlier recommendations of the Authority dated 11<sup>th</sup> November, 2014, relating to keeping recording of all PS channel programs for a period of 90 days and maintaining a written log/ register of such program for a period of 1 year by the DPO from the date of broadcast and the role of Authorised Officer and the State/ District Monitoring Committee and MIB as monitoring authorities.
- (iv) What should be the Registration fee/Annual fee for PS per channel? And how it is to be estimated?
- (v) How many PS channels are to be allowed to DTH operators? and Why?
- (vi) Whether PS channels should be placed separately on EPG to distinguish them from regular TV channels? If yes, how these channels are to be placed?
- (vii) Should there be any provision for displaying name and sequence number of PS channels in a particular font size under the heading ‘PS’ or ‘Value Added Services’ on TV screen so as to distinguish them from the regular TV channels ? If yes, please provide justification.
- (viii) Should PS channels be also categorised in specific genre such as ‘Devotional’ or ‘General Entertainment’ or ‘Infotainment’ or ‘Kids’ or ‘Movies’ or ‘Music’ or ‘News and Current Affairs’ or ‘Sports’ or ‘Miscellaneous’? Please provide proper justification for your answer.
- (ix) Stakeholders may also provide their comments on any other issue relevant to the present consultation.

- **Consultation paper dated 25<sup>th</sup> September, 2019 on “Issues related to Interconnection Regulation, 2017”**

2.8.24 TRAI on 25<sup>th</sup> September, 2019, released Consultation paper on “Issues related to Interconnection Regulation, 2017”. The objective of this consultation process was to review the provisions of the existing Interconnection Regulation 2017 and consult all the stakeholders on the issues related to Target Market & issues related to Placement and other agreements between broadcasters and Distributors.

- **Consultation Paper dated 16<sup>th</sup> October, 2019 on “Reserve Price for auction of FM Radio channels”**

2.8.25 TRAI on 16<sup>th</sup> October, 2019, released Consultation paper on “Reserve Price for auction of FM Radio channels”. Ministry of Information & Broadcasting (MIB) vide its letter dated 22<sup>nd</sup> August, 2019 requested TRAI to furnish recommendations on fresh reserve prices for 283 cities (260 new + 23 existing), under FM Phase-III Policy in terms of Section 11(1) (a) of TRAI Act, factoring in various issues like inflation, indexation of reserve prices worked out in the years from 2011 to 2015, including the reasons for the same as also reasons for variations from earlier recommended reserve prices. Through this consultation paper, TRAI sought comments of stakeholders on the determination of reserve prices for auction of FM Radio channels in 283 cities (260 new + 23 existing), under FM Phase-III Policy. The consultation paper covered the issues related to estimation of the reserve prices for auction of FM Radio channels.

- **Consultation paper dated 11<sup>th</sup> November, 2019 on “Interoperability of Set Top Box”**

2.8.26 TRAI on 11<sup>th</sup> November, 2019, released Consultation paper on “Interoperability of Set Top Box” seeking comments/views from the stakeholders. The consultation paper provided brief overview of various available options and technical solutions for achieving interoperability of STB. The paper sought response with detailed justifications for suggesting most optimal and cost-effective solution. Through this consultation paper, TRAI sought comments of the stakeholders on the following issues: -

- (i) In view of the implications of non-interoperability, is it desirable to have interoperability of STBs? Please provide reasoning for your comment.
- (ii) Looking at the similar structure of STB in cable and DTH segment, with difference only in the channel modulation and frequency range, would it be desirable to have universal interoperability i.e. same STB to be usable on both DTH or Cable platform? Or should there be a policy/ regulation to implement interoperability only within a platform, i.e. within the DTH network and within the Cable TV segment? Please provide your comment with detailed justifications.
- (iii) Should interoperable STBs be made available through open market only to exploit benefits of commoditization of the device? Please elaborate.
- (iv) Do you think that introducing STB interoperability is absolutely necessary with a view to reduce environmental impact caused by e-waste generated by non-interoperability of STBs?
- (v) Is non-interoperability of STBs proving to be a hindrance in perfect competition in distribution of broadcasting services? Give your comments with justification.
- (vi) How interoperability of STBs can be implemented in Indian markets in view of the discussion in Chapter III? Are there any software-based solution(s) that can enable interoperability without compromising content security? If yes, please provide details.
- (vii) Please comment on the timelines for the development of eco-system to deploy interoperable STBs for your recommended/ suggested solution.

- (viii) Do you agree that software-based solutions to provide interoperability of STBs would be more efficient, reduce cost of STB, adaptable and easy to implement than the hardware-based solutions? If so, do you agree ETSI GS ECI 001 (01-06) standards can be adopted as an option for STB interoperability? Give your comments with reasons and justifications.
- (ix) Given that most of the STB interoperability solutions become feasible through a common agency defined as Trusted Authority, please suggest the structure of the Trusted Authority. Should the trusted authority be an Industry led body or a statutory agency to carry out the mandate? Provide detailed comments/ suggestion on the certification procedure?
- (x) What precaution should be taken at planning stage to smoothly adopt solution for interoperability of STBs in Indian market? Do you envisage a need for trial run/pilot deployment? If so, kindly provide detailed comments.
- (xi) Interoperability is expected to commoditize STBs. Do you agree that introducing white label STB will create more competitions and enhance service offerings from operator? As such, in your opinion what cost reductions do you foresee by implementation of interoperability of STBs?
- (xii) Is there any way by which interoperability of set-top box can be implemented for existing set top boxes also? Give your suggestions with justification including technical and commercial methodology?

## REVIEW OF WORKING AND OPERATION OF THE TELECOM REGULATORY AUTHORITY OF INDIA

The working and operation of Telecom Regulatory Authority of India in the specific context of policy framework is reviewed in the following paragraphs in respect of (a) Rural Telephone Network; (b) Expansion of Telephone Network; (c) Entry of Private Sector in basic and value added service; (d) Technical Compatibility and effective interconnection with service providers; (e) Telecommunication Technology; (f) Implementation of National Telecom Policy; (g) Quality of Service; and (h) Universal Service Obligation are elaborated below:-

### (a) Rural Telephone Network

2.9 As on 31<sup>st</sup> March, 2020 the rural wireline subscriber base stood at 2.24 million as compared to 3.02 million at the end of 31<sup>st</sup> March, 2019, registering a decline of 25.72% over the year.

The Rural Wireless Subscriber base has marginally reduced. As on 31<sup>st</sup> March, 2020, the Wireless rural [Mobile and WLL (F)] market increased from 511.32 million as on 31<sup>st</sup> March, 2019 to 519.27 million at the end of March, 2020. The share of rural subscribers of total wireless subscribers as on 31st March 2020 is 44.85%.

### (b) Expansion of Telephone Network

2.10 The Wireless Subscriber base is 1157.75 million as on 31<sup>st</sup> March 2020 in comparison to the subscriber base of 1161.81 million as on 31<sup>st</sup> March, 2019. The subscriber base declined by 4.06 million subscribers during the financial year 2019-20. The total subscriber base of wireless services has been steadily growing and had reached 1183.41 million in March, 2018. Thereafter, there has been, however, a declining trend since 2019 and the wireless subscriber base has moderately declined to 1157.75 million at the end of March, 2020.

The total wireline subscriber base as on 31<sup>st</sup> March, 2020 stood at 20.22 million as compared to 21.70 million subscribers on 31<sup>st</sup> March, 2019, registering a decline of 6.83% during the year 2019-20. Out of 20.22 million wireline subscribers, 17.97 million are urban subscribers and 2.24 million are rural subscribers.

There has been a substantial expansion in telecom networks in the country during the last five years, which can be seen by the increasing number of Base Transceiver Stations (BTS) installed by the telecom service providers. During the last financial year, the number of BTS have increased from 1988099 to 2313462, i.e the telecom networks have expanded at a rate of 16.4%.

### (c) Entry of Private Sector in basic and value-added service

2.11 Following are the number of licenses under UL / UL (VNO) / UASL / CMTS to provide Access Services:

Name of licence	Number of licence
Basic	2#
Unified Licence (UL)	13#
Unified Access Service Licence (UASL)	65#
Cellular Mobile Telephone Service (CMTS) Licence	22#
Unified License (Virtual Network Operator) [UL(VNO)]	61*

# As on 22nd March 2019

\* As on 26th April 2017

Source: DoT

**(d) Technical Compatibility and effective interconnection with service providers**

2.12 Under the TRAI Act, the Authority is mandated to fix the terms and conditions of interconnectivity and to ensure technical compatibility and effective interconnection between service providers. Interconnection lies at the core of the telecom business in a multi-operator environment. The terms and conditions of interconnection need to be regulated to ensure a level playing field among service providers. Accordingly, the following measures regarding interconnection were taken by TRAI during the reporting period: -

- **“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” dated 17<sup>th</sup> December, 2019**

TRAI issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribed revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

Key features of the Regulations are as follows:

- a) For wireless to wireless domestic calls, termination charge would continue to remain as ₹ 0.06 (paise six only) per minute up to 31<sup>st</sup> December 2020.
- b) From 1<sup>st</sup> January, 2021 onwards the termination charge for wireless to wireless domestic calls shall be zero.

**(e) Telecommunication Technology**

2.13 Following technological measures has been taken by the Authority for the benefit of the Telecom Consumers & Telecom Service provider :

**Telecommunication Technology:**

**(I) B&CS Integrated Portal (BIPS) – Register of Interconnect (ROI) Module:**

TRAI has developed an Integrated web-based portal for facilitating online filing of information to TRAI. This module shall enable filing of the information relating to all the interconnection agreements, carriage fee agreements, placement fee agreement and other related agreements between broadcasters and distributors of television channels. This module shall have provision of registering and updating profile. Every broadcaster and distributor of television channels (irrespective of the average active subscriber base) have to submit their RIO after registering on the portal. BIPS facilitates all stakeholders of Broadcasting Sector viz. Broadcasters and Distributors to submit information related to Interconnection and other agreements pursuant to the “Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements and all such other matters Regulations, 2019.

**(ii) Mobile Number Revocation List (MNRL) Portal:**

MNRL portal is a platform where respective TSPs can submit the list of permanently disconnected mobile numbers. The stakeholders like banks can download MNRL and clean up their databases by using their own workflows (for example, a bank could download the list, check each number and if it is one of their customers', then can flag it, and let the customer

update it with his new number). The stakeholders thereby shall not send one-time password etc. to someone other than their customer. This will help those customers, who may either not be using the concerned services regularly and hence do not find a reason to update their mobile number, or due to lack of awareness of potential danger due to mobile number reuse on re-allocation of a mobile number to other person/entity.

**(iii) Complaint Monitoring System(CMS) – App & Portal:**

TRAI has developed online Complaint Monitoring System (CMS), for effective redressal of consumer complaints pertaining to the usage of telecom resources. Through web and mobile applications, initially the CMS will feature rule-based VAS Complaint Redressal System, wherein, the relevant details of recorded consents for activated VAS services (with other metadata) will be fetched from TSP's system and a provision will be made for the consumers to claim the cost for those activated VAS where double consent for VAS has not been recorded.

**(iv) Released API Specification for Channel Selector App & Portal (CSAP):**

TRAI is collecting various data through crowdsourcing and data submitted by service providers of Telecom and Broadcasting & Cable Services domain. The data is consumed for compliances as provisioned by regulations and making available in public domain through portals. With ever evolving IT applications, TRAI envisioned automated data collection through Data-APIs. These frameworks shall lay down the process of data integration with various service providers and other stakeholders. Accordingly, IT division has released API specifications in B&CS domain. These APIs shall provide framework for communicating with DPOs system for fetching data related to Channels/Bouquets. These APIs shall be used by Channel Selector App & Portal for communicating/fetching Channels/Bouquets data from/to Digital Platform Operators (DPOs) system.

**(v) Reporting Automation:**

IT division has developed a Data Collection and Analytical Reports Portal, which will provide automating Data Collection, Processing and Reports Generation platform for various divisions in TRAI. The stakeholders, identified by concerned division, will submit the data with valid login id & password. The processed data and analytical reports will be created by using Tableau and be made available in the system for the concerned division to download. Using this platform visualization and dashboard for NSL division has been created. Presently the NSL division is now able to download various monthly/quarterly reports including Performance Monitoring Report (PMR).

**(vi) Data Analytics and Cloud Services:**

TRAI is endeavoring continuous effort towards data collection through crowdsourcing & from respective service providers and creating meaningful insights & information. For this exercise concerted data analysis is regularly being done using free/licensed tools & technology for internal report generations for various divisions of TRAI. Also, majority of the TRAI applications are hosted on Cloud environment thus leveraging the opportunity of savings in terms of time and infrastructure costs.

**(vii) Tariff Filing Portal:**

Presently, Telecom Service Providers (TSPs) are filing all their tariffs on TRAI tariff portal namely [www.tariff.trai.gov.in](http://www.tariff.trai.gov.in) and consumers are able to see tariffs of different TSPs and

different Licensed Service Areas (LSAs) at a single place. Recently a new reports module has been added to the existing portal which will assist F&EA division with additional Quarterly/Yearly tariff information related to previous & existing tariff plans (prepaid/postpaid), blackout days and bulk tariff.

**(viii) Infrastructure Upgradation:**

- i. Total of 66 computers, with latest configurations, were purchased and has been installed/replaced at TRAI Head Quarters at New Delhi.
- ii. Internet lease line capacity increased from 150 mbps to 900 mbps

**Consumer Outreach:**

In order to provide information regarding Consumer Outreach Programme (COP) conducted by TRAI across the country, new section in the TRAI website was introduced through which upcoming COP schedule can be viewed along with other consumer centric information. On the same section consumers can view schedule of TRAI COPs and consumer education workshops being conducted by TSPs. TRAI advertisements published in newspapers, short films and radio jingles can also be downloaded or can be shared on social media from the consumer page itself.

**(f) Implementation of National Telecom Policy**

- 2.14 The National Digital Communications Policy (NDCP-2018) envisages to encourage and facilitate sharing of active infrastructure by enhancing the scope of Infrastructure Providers (IPs) and promoting and incentivizing deployment of common sharable, passive as well as active, infrastructure.

**(g) Quality of Service (QoS)**

- 2.15 TRAI has laid down the benchmark for various Quality of Service parameters through the following regulations :-

- (a) The Standards of Quality of Service of Basic Telephone Service (wireline) and Cellular Mobile Telephone Service Regulations, 2009.
- (b) The Quality of Service of Broadband Service Regulations, 2006.
- (c) The Standards of Quality of Service for Wireless Data Services Regulations, 2012.

The regulations for Wireline, Cellular and Broadband provides the network and customer parameters for compliance. On non-compliance of parameters, there is a provision for imposing Financial Disincentives on Service Providers.

The Quality of Service performance of service providers against the benchmarks are assessed through compliance reports submitted by service providers. The compliance reports for Cellular Mobile Telephone Services, Wireless Data Services, Basic services (Wireline) and Broadband services are submitted on a quarterly basis.

The QoS regulations were reviewed in 2019 and TRAI issued “The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (seventh Amendment) Regulations, 2019” dated 1<sup>st</sup> November, 2019.

For ensuring compliance with the Quality of Service benchmarks and to protect the interests of the consumers, TRAI had prescribed the system of financial disincentives through the Second Amendment regulations issued on 8<sup>th</sup> November, 2012. These regulations provide financial

disincentives for non-compliance with the benchmarks, delay in submission of compliance reports and false reporting.

For delay in submission of compliance report financial disincentives of Rs. 5,000/- per day. For false reporting, the financial disincentive is Rs. 10,00,000/- per parameter.

The details of the financial disincentives for Non-Compliance are given below:

### Cellular Services

- (i) Not exceeding Rupees one lakh per parameter for first non-compliance with the benchmark in a quarter,
- (ii) Non-compliance with the benchmark of the same parameter consecutively in two or more subsequent quarters, not exceeding Rupees one and a half lakhs for second consecutive contravention and not exceeding Rupees two lakhs for each consecutive contravention thereof;
- (iii) Non-compliance with the benchmark for the same parameter in any subsequent quarter, which is not a consecutive non-compliance, Rupees one lakh per parameter.

### Basic Services (Wireline)

For non-compliance with the benchmarks the financial disincentive is ₹ 50,000/- per parameter.

### Broadband Wireless Services

For non-compliance with the benchmarks first instance the financial disincentive is ₹ 50,000/- per parameter and for alternate instance the financial disincentive is ₹ 1,00,000/- per parameter.

TRAI also undertakes audit and assessment of Quality of Service through independent agencies. The Audit and Assessment work is done by conducting Independent Drive Tests (IDT) of Quality of service and by conducting Audit and Assessment of Quality of service. The IDT reports submitted by IDT agency during the year 2019-20 were analysed and released on the website of TRAI for information of all stakeholders. The details of IDTs are given in Part-III.

The performance of the service providers is evaluated every Quarter based on the compliance reports submitted by service providers and also based on the reports of the audit agencies engaged by TRAI. Wherever deficiencies in achieving the quality of service benchmarks have been noticed through close monitoring of the performance of service providers by way of periodic reports, audit and assessment of quality of service through independent agencies, TRAI has been following up with the service providers for addressing such deficiencies in achieving the benchmarks for the various parameters. In this regard, various meetings were held in TRAI with the service providers from time to time. These meetings and follow-up action with the service providers have been pivotal in improving the quality of service. Further, based on compliance reports, wherever non-compliance with the benchmarks are observed, the explanation of the service provider is called for and considering the explanation submitted by the service provider, gravity of non-compliance, action taken to improve the service, financial disincentives are imposed on service providers. The total amount of financial disincentive received during the financial year 2019-20 on account of QoS regulations violations was ₹ 7.39 crore. TRAI also publishes information about the quality of service performance by service

providers, the results of Audit and assessment of Quality of Service undertaken by Independent Agencies through its website for the information of stakeholders. The publishing of quality of service-related information has also been forcing the service providers to improve the quality of service performance and also to address deficiencies in meeting the benchmarks.

#### (h) Universal Service Obligation

2.16 The Authority made Recommendations for Support for Rural Wire-line Connections installed before 1<sup>st</sup> April, 2002 vide its recommendations dated 14<sup>th</sup> May, 2012. For the first year an amount of ₹ 1500 Crore was recommended as support and for the year an amount ₹ 1250 Crore was recommended.

Further vide its Recommendation dated 22<sup>nd</sup> July, 2014, on “Improving Telecom Services in Andaman & Nicobar Islands and Lakshadweep”, the Authority forwarded a comprehensive telecom development plan for Andaman & Nicobar Islands and Lakshadweep.

In accordance with TRAI recommendation to Telecom Commission, an integrated and comprehensive telecom development plan for Andaman & Nicobar Islands and Lakshadweep was approved. As per the plan, CAPEX worth ₹2035 Crore will be funded by USO fund to provide submarine OFC connectivity with islands, Satellite bandwidth augmentation, seamless 2G coverage, and intra-island OFC network in Andaman & Nicobar Islands.

In 2016, the Union Cabinet approved the proposal to extend subsidy support of ₹ 1250 crore to BSNL from the USOF as compensation for the deficit incurred by BSNL in operating rural wire-line connections installed prior to 1<sup>st</sup> April, 2002.

In its recommendations dated 19<sup>th</sup> December, 2016 on provisioning of free data, the Authority has recommended that in order to bridge the affordability gap for the persons residing in rural areas and to support Governments efforts towards cashless economy by incentivizing digital means, a scheme of providing free data of approx. 100 MB per month to rural subscribers for free may be launched and the cost of implementation of the scheme may be met from USOF.

#### Other Activities

- **Workshop on ‘Enabling 5G in India’ held on 1<sup>st</sup> May, 2019**

2.17.1 TRAI had released a White Paper on ‘Enabling 5G in India’ on 22<sup>nd</sup> February, 2019. The Whitepaper is accessible in the TRAI website. With a view to provide a platform for the industry to deliberate on the potential 5G use cases and to exchange views on the commercial, regulatory and infrastructural issues that are imperative to facilitate the deployment of such use cases, Workshop on ‘Enabling 5G in India’ was convened on 1<sup>st</sup> May, 2019.





- **Open House Discussion was held on 26<sup>th</sup> August, 2019 at New Delhi on the Consultation Paper on 'Allocation of Spectrum for Indian Railways for Public safety and security services'**

2.17.2 An Open House Discussion was held on 26<sup>th</sup> August, 2019 on the Consultation Paper on Consultation Paper on 'Allocation of Spectrum for Indian Railways for Public safety and security services.



- **Order dated 20<sup>th</sup> November, 2019 to all Telecom Service Providers regarding “Publication of Mobile Number Revocation List”**

2.17.3 Most of the public and private systems in India use mobile numbers as a means for identifying the customers and also to authenticate and authorize various services via one-time password sent on their mobile numbers.

A mobile number, when surrendered or permanently disconnected, after a certain time period gets re-allocated to some other customer, but many service delivery platforms/ systems are not updated by the earlier customer, who may either not be using the service regularly and hence do not find a reason to update his mobile number, or due to lack of awareness of potential danger due to mobile number reuse, thus creating huge potential of an identity/profile take over on re-allocation of a mobile number.

There was no platform/system available by which banks and other stakeholders can get the information about permanently disconnected and de-register them as per the procedures stipulated by the law. Therefore, it was felt necessary to make available the Mobile Number Revocation List (MNRL) to the stakeholders for transparency and efficiency and to enable the interested parties to clean up their databases, thereby not sending one time password to someone other than their customer.

MNRL is digitally signed list of permanently disconnected mobile numbers, which shall be published on the Authority's website every month in public domain, allowing various agencies to independently download and easily clean up their database using their own workflows (for example, a bank could download the list, check each number and if it is one of their customers', then can flag it, and let the customer update it with his new number).

TRAI devised an automated process requiring no manual intervention, wherein through a link provided to each of the telecom service providers, they shall upload the latest MNRL on a monthly basis on TRAI website. The interested agencies may download the published MNRL from the Authority's website for their internal use through a simple online sign up/ registration process, seeking inputs for essential fields like name of the organization, address, email ID, etc.

The lists published on the Authority's website shall be as per the data uploaded/provided by the individual telecom service providers and the Authority shall not be responsible for any discrepancies found in the published lists.

While using the MNRL, the respective user agencies should follow the rules, regulations, guidelines, instructions or directions issued by the respective regulators and Govt Departments etc. in respect of their service provisioning and the Authority shall be merely publishing MNRL on its website and shall in no way market, promote or justify its use by any user agency.

TRAI, therefore, in order to protect the interest of subscribers and to facilitate publishing of the mobile number revocation list, gave an Order under Section 12 of the TRAI Act, 1997 that all the telecom service providers shall submit their lists of permanently disconnected mobile numbers on monthly basis on the Authority's website, starting from the month of November, 2019 within the defined broad framework.

A copy of the said Order is available in the TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

- **Press Release dated 3<sup>rd</sup> December 2019 regarding implementation of Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018**

2.17.4 TRAI had earlier issued the Telecommunication Mobile Number Portability (Seventh Amendment) Regulations, 2018, on 13<sup>th</sup> December, 2018, amending the principal Telecommunication Mobile Number Portability (MNP) Regulations 2009. The revised MNP process came into force w.e.f. 16<sup>th</sup> December, 2019.

Keeping in view that through the Seventh Amendment Regulations, a major shift in the mechanism for generating Unique Porting Code (UPC) had been provisioned, a Press Release was issued on 3<sup>rd</sup> December, 2019 to, inter-alia, highlight the provisions of the 7<sup>th</sup> Amendment and the consequent related issues:

- (i) Pre-validation of eligibility conditions for porting will determine generation of UPC by the Mobile Number Portability Service Provider (MNPSP) to ensure smooth porting in new framework, thus making the porting process faster and convenient to the mobile subscribers.
- (ii) Validity of UPC as per the new process will be 4 days for all Licensed Service Areas (LSAs) barring the LSAs of Jammu & Kashmir, Assam and North East, where validity of UPC will still be 30 days.
- (iii) Individual porting requests of Intra-Licensed Service Area (Intra-LSA) nature will be completed in 3 working days; whereas the porting requests of Inter-License Service Area (Inter-LSA) nature and all porting requests under corporate category (including Intra-LSA and Inter-LSA) will be completed in 5 working days.
- (iv) The cut-over to the new regulations became effective from 00:00:00 hours of 16<sup>th</sup> December, 2019 and the mobile subscribers could generate the UPC and submit their port request to the Recipient Operator of their choice through the earlier MNP process till 17:59:59 hours of 9<sup>th</sup> December, 2019.
- (v) The facility of MNP was not available for the mobile subscribers during 10<sup>th</sup> December 2019 to 15<sup>th</sup> December, 2019 due to technical reasons.

In view of the proposed migration to new process, necessary steps were taken by the telecom service providers in creating awareness and sensitising the mobile subscribers through their websites, call centres, point of sales and their social media platforms such as Facebook page, Twitter handle etc. so that mobile subscribers intending to port their numbers do not face inconvenience.

- **OHD on Consultation Paper on “Reforming the Guidelines for Transfer/Merger of Telecom Licenses” held on 23<sup>rd</sup> December, 2019**

2.17.5 An Open House Discussion was held on 23<sup>rd</sup> December, 2019 on the Consultation Paper on “Reforming the Guidelines for Transfer/Merger of Telecom Licenses”.



### Consumer Outreach Programme (CoP)

2.17.6 Given the importance of reaching out to consumers all over the country, TRAI has a public interface with telecom subscribers through its website, social media platforms such as twitter, Facebook, YouTube channel and through Consumer Outreach Programmes conducted across the country. TRAI has instituted a system for registration of consumer organizations as Consumer Advocacy Groups (CAGs). The registered CAGs act as interlocutors between consumers, Telecom Service Providers & TRAI and assist TRAI in consumer education. TRAI is also constantly working for enhancing consumer awareness about their rights and service-related issues by bringing out educational/publicity material and undertaking media campaigns in the print and electronic media.

To enhance consumer education and awareness, TRAI organises Consumer Outreach Programmes (COPs) across the length and breadth of the country. These COPs also provide a platform to consumers to raise their local issues with TRAI and telecom service providers. During the above period, TRAI organised 80 Consumer Outreach Programmes (COPs) at different places all over the country. List of COPs organized is annexed.

### Workshop on Capacity Building of CAGs

2.17.7 To keep the CAGs abreast of the latest developments in the sector, TRAI conducts capacity building workshops for them. During these workshops besides the usual interaction between TRAI, CAGs and TSPs on consumer centric issues, expert sessions on important telecom issues are organised. Six such workshops were organised during the period at Pasighat (Arunachal Pradesh) (31<sup>st</sup> May, 2019), Raipur (Chhattisgarh) (19<sup>th</sup> July, 2019), Varanasi (Uttar Pradesh) (20<sup>th</sup> September, 2019), Visakhapatnam (Andhra Pradesh) (06<sup>th</sup> December, 2019), Rameswaram (Tamilnadu) (24<sup>th</sup> January, 2020) and Bikaner (Rajasthan) (06<sup>th</sup> March, 2020).

## Consumer Education Literature and Media Campaigns Organizing Seminars and Redressal of Consumer Grievances

2.17.8 TRAI has developed video films on “TRAI New TV Rules” in Hindi, English and regional languages for creating consumer awareness. TRAI has also published advertisements in various newspapers nationwide on the issue of “Tower Fraud”.

### i) Seminars on Consumer Interests and Protection

One of the important objectives of TRAI is to create awareness and safeguard consumer interests. To achieve this objective, TRAI organizes seminars on contemporary technological and consumer related issues. TRAI organised Nine such seminars during the year as detailed below:

1. Seminar on “Information, Protection and Rights for Telecom Consumers in Digital Era” at Shimla (HP) on 18<sup>th</sup> June, 2019.
2. Seminar on Empowerment through Community Radio Stations at Mount Abu (Rajasthan) on 20<sup>th</sup> August, 2019.
3. Seminar on “5G-Technology” at Vasanth Nagar (Bangalore) on 29<sup>th</sup> August, 2019.
4. Seminar on “Frauds, General Awareness and Cyber Security Measures” at Jamshedpur (Jharkhand) on 26<sup>th</sup> September, 2019.
5. Seminar on “Digital India-A Platform for Economic Progress and Changing Social Life in Rural Areas” at Raipur, Chhattisgarh on 15<sup>th</sup> October, 2019.
6. Seminar on “Smart Phone, Privacy and Security” at Gandhinagar (Gujarat) on 9<sup>th</sup> November, 2019.
7. Seminar on “Future of OTT (Over-The-Top) Services” at Hyderabad (Telangana) on 23rd January 2020.
8. Seminar on “Enabling 5G in India” at Indore (Madhya Pradesh) on 24<sup>th</sup> January, 2020.
9. Seminar on Emergence of Artificial Intelligence and Machine Learning” at Kolkata on 13<sup>th</sup> March, 2020.

### (ii) Redressal of Consumer Grievances

TRAI Act, 1997 does not envisage handling of individual consumer complaints by TRAI. However, complaints received in TRAI are forwarded to concerned service providers for taking appropriate action. During the period from 1<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2020, TRAI received 36119 complaints related to Telecom services and 17133 complaints in Broadcasting and Cable TV. All these complaints were forwarded to concerned service providers for appropriate action. Complaints of generic nature or requiring class action were handled to address the underlying issues.

To discuss the consumer centric issues regular meetings were held with TSPs on quarterly basis on various issues like number of consumer complaints and appeals, major areas of consumer grievances and efforts of TSPs for improvement.

e) **Amendment in Regulation of “Telecommunication Consumers Education and Protection Fund”:**

The Principal regulations i.e. the Telecommunication Consumers Education and Protection Fund Regulations, 2007 dated 15<sup>th</sup> June, 2007 provide basic framework for depositing unclaimed money of consumers by Service Providers, maintenance of the Telecommunication Consumers Education and Protection Fund and other related aspects. In accordance with these regulations, service providers have been depositing such unclaimed amounts to the fund.

The Authority observed that there is a need to bring clarity among service providers in depositing money which they are unable to refund to the consumers. Therefore, it was felt that an amendment in the TCEPF regulation may be carried out to remove any kind of ambiguity and facilitate deposit of any unclaimed money of the consumer.

In this regard, a draft amendment was released for comments on 18<sup>th</sup> October, 2019. Considering the comments of the stakeholders, the Authority notified the fifth amendment on 16<sup>th</sup> January, 2020. With this amendment service provider will deposit any unclaimed consumer money of any form such as excess charges, security Deposit, plan charges of failed activations, or any amount belonging to a consumer, which service providers are unable to refund to consumers, to the fund after providing time of twelve months or period of limitation specified under law whichever is later.

### **Registration of Consumer Advocacy Groups**

2.17.9 Consumer advocacy Groups (CAGs) registered with TRAI co-ordinate and assist TRAI in dissemination of information about TRAI activities to consumers awareness Programs in their areas. They also participate in consumer outreach program conducted by TRAI. These CAGs also are members of the Advisory Committee to the Appellate Authorities of TSPs. A review of the performance of CAGs whose tenure is due for renewal w.e.f. 1<sup>st</sup> April, 2020 is being carried out. Some new applications have been received from consumer organisations and are being examined for fresh registration as CAG.

### **Broadcasting Sector**

- **Expression of Interest for Empanelment of Companies for Inspection of Consumer Households in respect of New Regulatory Framework for Broadcasting and Cable TV Services dated 10<sup>th</sup> May, 2019**

2.17.10 TRAI has issued Expression of Interest (EOI) from companies/ firms/ vendors for conducting an inspection of consumer households to assess the various parameters in accordance with the regulatory framework for digital addressable systems comprising of the "Telecommunication (Broadcasting and Cable) Service Interconnection (Addressable Systems) Regulations, 2017 (hereinafter referred to 'Interconnection Regulations, 2017'), the "Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations, 2017 (hereinafter referred to 'QoS Regulations, 2017') and the "Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff Order, 2017 (hereinafter referred to 'Tariff Order, 2017') dated the 03<sup>rd</sup> March, 2017.

- **White Paper on the benefits of “New Framework” for Small MSOs on 23<sup>rd</sup> April, 2019**

2.17.11 In summary the White Paper Highlights the issues that were faced by small MSOs and the remedies provided through new framework. The gist of the paper is as follows: -

Ministry of Information and Broadcasting (MIB) amended the Cable Television Act 1995, in 2011 as per recommendations of TRAI to introduce Digital Addressable System (DAS) in a phase-wise manner. DAS implementation started in the year 2012 and has culminated in March, 2017 across the country. The technological developments as a result of introduction of DAS enabled long distance transmission television content, thereby promoting consolidation in the distribution. This resulted in advent of large multi-city, multi-state Multi-Systems Operators (MSOs). There were commercial reasons also behind the development of large MSO. The broadcasters provided the Television channels to different DPOs (MSOs, DTH, HITS or IPTV operators) based on mutual negotiations. The size of MSOs in the market mattered most, and large operators were able to get better deals from the broadcasters.

TRAI after due consultations and analysis has carried out a comprehensive regulatory overhaul and notified the new regulatory framework comprising of The Interconnection Regulations 2017, The Quality of Service Regulations, 2017 and Tariff Order 2017. The ‘New Framework’ promotes the consumer interest. Making the choices available to consumer and a consumer paying only for what she/ he chooses to watch is the fulcrum of the new framework. The framework prescribes non-discrimination and transparent interconnection based on published reference interconnect offer (RIO). Any negotiation dehors the RIO is forbidden.

The ‘New Framework’ by its design creates a level playing field among various players. The framework benefits the small and medium MSOs with provisions that prescribe non-discrimination, transparent terms and conditions, transparent distribution fee and standard discount structure based on quantifiable parameters. The comprehensive effect of ‘New framework’ is very positive for small and medium MSOs. There are numerous clauses that address the issues being faced by such small MSOs in previous regime. The ‘New Framework’ promotes level playing field and provide equal opportunities to all types of stakeholders. It provides certainty of provisioning of TV channels within a prescribed time-frame, thereby ensuring viability of small and medium MSOs.

- **Open House Discussions (OHD) on Consultation Paper on “Reserve Price for auction of FM Radio channels”**

2.17.12 Open House Discussions (OHD) on Consultation Paper on “Reserve Price for auction of FM Radio channels” was held on 08<sup>th</sup> January, 2020 in Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Interoperability of Set Top Box”**

2.17.13 Open House Discussions (OHDs) on Consultation Paper on “Interoperability of Set Top Box” was held on was held on 29<sup>th</sup> January, 2020 in Delhi.

- **Open House Discussions (OHD) on Consultation Paper on Review of Television Audience Measurement and Ratings in India**

2.17.14 Open House Discussions (OHDs) on Consultation Paper on “Review of Television Audience Measurement and Ratings in India” was held on 31<sup>st</sup> May, 2019 in Delhi and 3<sup>rd</sup> July, 2019 in Mumbai.

- **Open House Discussions (OHD) on Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019**

2.17.15 Open House Discussion (OHD) on Consultation Paper on Draft Telecommunication (Broadcasting and Cable) Services Register of Interconnection Agreements Regulations, 2019” was held on 10<sup>th</sup> June, 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on Entry Level Net worth requirement of Multi-system Operators in Cable TV services**

2.17.16 Open House Discussion (OHD) on Consultation Paper on “Entry Level Net worth requirement of Multi-system Operators in Cable TV services” was held on 11<sup>th</sup> June, 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “The Telecommunication Broadcasting and Cable Services Digital Addressable Systems Audit Manual”**

2.17.17 Open House Discussion (OHD) on Consultation Paper on “Telecommunication Broadcasting and Cable Services Digital Addressable Systems Audit Manual” was held on 20<sup>th</sup> June, 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Issues related to Interconnection Regulation, 2017”**

2.17.18 Open House Discussions (OHD) on Consultation Paper on “Issues related to Interconnection Regulation, 2017” was held on 28<sup>th</sup> November, 2019 in Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Tariff related issues for Broadcasting and Cable services”**

2.17.19 Open House Discussion (OHD) on Consultation Paper on “Tariff related issues for Broadcasting and Cable services” was held on 18<sup>th</sup> October, 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “Platform Services offered by DTH Operators”**

2.17.20 Open House Discussion (OHD) on Consultation Paper on “Platform Services offered by DTH Operators” was held on 15<sup>th</sup> October, 2019 in New Delhi.

- **Open House Discussions (OHD) on Consultation Paper on “KYC of DTH Set Top Boxes.”**

2.17.21 Open House Discussion (OHD) on Consultation Paper on “KYC of DTH Set Top Boxes” was held on 26<sup>th</sup> September, 2019 in New Delhi.

- **Open House Discussions (OHD) on Draft Telecommunication (Broadcasting And Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019**

2.17.22 Open House Discussion (OHD) on Draft Telecommunication (Broadcasting And Cable) Services Interconnection (Addressable Systems) (Amendment) Regulations, 2019” was held on 26<sup>th</sup> September, 2019 in New Delhi.

- **Open House Discussions (OHD) on Draft Regulation (Second Amendment) to the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017**

2.17.23 Open House Discussion (OHD) on Draft Regulation (Second Amendment) to the Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) Regulations 2017” was held on 16<sup>th</sup> September, 2019 in New Delhi.

- **Letter to DPOs for the standard information to be displayed on Channel No. 999 and facility of ADD/DROP of channels through SMS issued on 7<sup>th</sup> October, 2019**

2.17.24 Through this letter, TRAI has mandated every distributor of television channels to display information on the channel no. 999 and provide facility of ADD/DROP of channel to the subscribers through SMS. This has been done for the convenience of the subscribers who are not IT savvy.

- **TRAI letter to DPOs regarding minimum Specifications/ Functionality for DPOs Website and Mobile app issued on 11<sup>th</sup> October, 2019**

2.17.25 Through this letter, TRAI has directed all DPOs to ensure that their website and mobile app meets minimum specification/functionality as prescribed by the Authority to enable consumers to have ease in selection of channels and bouquet.

- **TRAI letter to DPOs regarding API Specifications issued on 22<sup>nd</sup> October, 2019**

2.17.26 Telecom Regulatory Authority of India (TRAI) released Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 on 9<sup>th</sup> October, 2019. In the explanatory memorandum to the above said regulation it has been also mentioned that the Authority is in the process of finalising the API Specifications which will be communicated separately to the DPOs.

Through this letter, the Authority finalised the API specifications and directed the DPOs to share the URLs of production APIs as envisaged in API specification document

- **Empanelment of Auditors to carry out of Digital Addressable Systems issued on 31<sup>st</sup> October, 2019**

2.17.27 TRAI has empanelled 14 Auditors to carry out audit of Digital Addressable Systems. The list of the same is available on TRAI’s website.

- **International Training Programme on "Emerging Trends in Broadcasting", 9<sup>th</sup> Oct, 2019 to 11<sup>th</sup> Oct, 2019 in New Delhi, India, jointly organized by Telecom Regulatory Authority of India (TRAI) and International Telecommunication Union (ITU)**

2.17.28 ITU and TRAI had jointly organized an International Training Program during 9<sup>th</sup> -11<sup>th</sup> October, 2019 in New Delhi on "Emerging Trends in Broadcasting". TRAI has collaborated with ITU in conducting many such international training programmes in the past on various telecom subjects. However, this was the first of its kind of event on emerging trends in broadcasting by ITU and TRAI with the focus on the subject of OTT.

- **TRAI letter to DPOs regarding modified API Specifications issued on 7<sup>th</sup> February, 2020**

2.17.29 TRAI has released Telecommunication (Broadcasting and Cable) Services Standards of Quality of Service and Consumer Protection (Addressable Systems) (Second Amendment) Regulations, 2019 on 9<sup>th</sup> October 2019. In the explanatory memorandum to the above said regulation it has been also mentioned that the Authority is in the process of finalising the API Specifications which will be communicated separately to the DPOs. Accordingly, TRAI vide letter dated 22<sup>nd</sup> October, 2019 to the DPOs had enclosed the API Specification document and directed the DPOs to share the URLs of production APIs as envisaged in API specification document.

Through this letter, it was informed to the DPOs that TRAI on pilot basis with some DPOs has tested these API specifications and accordingly minor modifications have been carried out in the earlier API Specification document sent on 22<sup>nd</sup> October, 2019. The modified API Specification document was enclosed as Annexure with the said letter and the DPOs were directed to share the URLs of production APIs as per modified API specification document.

- **Letter to all Pay Broadcasters and DPOs for Implementation of Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 dated 1<sup>st</sup> January, 2020 issued on 13<sup>th</sup> February, 2020**

2.17.30 TRAI notified the Telecommunication (Broadcasting and Cable) Services Tariff Order, 2017 dated 3<sup>rd</sup> March, 2017. Tariff Order 2017 was amended and notified on 1<sup>st</sup> January, 2020 vide the Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020. The provisions of the Tariff Amendment Order 2020 were to come into force from 1<sup>st</sup> March, 2020.

Therefore, on 13<sup>th</sup> February, 2020, letter was sent to all the service providers concerned requesting to take suitable steps to ensure that the consumers have enough time to make their choices of channels, so that the smooth transition takes place on 1<sup>st</sup> March, 2020.

## International Relations

### 2.17.31 Bi-lateral Agreements signed with International Regulators

- TRAI has signed the Letter of Intent with Telecommunications and Radio Communications Regulator, Vanuatu on 11<sup>th</sup> October, 2019 at New Delhi.
- TRAI has signed the Letter of Intent with Uganda Communications Commission (UCC), Uganda on 11<sup>th</sup> September, 2019 at Hungary at the sidelines of ITU Telecom World 2019 held from 9-12 September, 2019.

### **Proposals initiated to sign bi-lateral agreements with other Regulators during the year**

- Proposal to sign Letter of Intent (LoI) with Afghanistan Telecommunication Regulatory Authority (ATRA), Afghanistan is under process.
- Proposal to sign Letter of Intent (LoI) with Independent Communications Authority of South Africa (ICASA), South Africa is under process.
- Proposal to sign Letter of Intent (LoI) with Telecommunication Regulator of Cambodia (TRC), Cambodia is under process.
- Proposal to sign Letter of Intent (LoI) with Communications and Information Technology Commission (CITC), Saudi Arabia is under process.
- Proposal to sign Letter of Intent (LoI) with Korea Communication Commission (KCC), South Korea is under process.

### **Bilateral visits**

- A Seven-member delegation from Korea Communications Commission (KCC), Korea headed by Mr. Suk Jin Kim, Vice Chairman, KCC visited TRAI and held bilateral discussions with Authority and officers of TRAI on 2<sup>nd</sup> August, 2019 at New Delhi, India.
- Brazilian delegation headed by Mr. Elifas Chaves Gurgel do Amaral, Secretary of Broadcasting, Ministry of Science, Technology, Innovations and Communications of Brazil visited TRAI and held bilateral discussions with Authority and officers of TRAI on 27<sup>th</sup> January, 2020;
- Mr. Ajit Pai, Chairman, Federal Communication Commission (FCC), US visited TRAI and had a bilateral meeting with Authority and interaction with TRAI Officers on 24<sup>th</sup> February, 2020 at New Delhi, India.

### **Bi-lateral Meetings held during International Visits of Authority**

- i. Bilateral meetings by Chairman, TRAI with following dignitaries during his visit to attend 'Broadband for All' conference at Stockholm, Sweden from 24-27 June, 2019:
  - Ms. Jessica Rosenworcel, FCC Commissioner, USA
  - Mr. Leonardo Euler de Moraes, Chairman, ANATEL, Brazil
  - PTS Senior Management (Swedish Regulator)
- ii. Bilateral meetings by Chairman TRAI with the following dignitaries at the side-lines of ITU Telecom World 2019 held at Budapest, Hungary from 9-12, September, 2019
  - Ms. Doreen Bogdan Martin, Director BDT, ITU;
  - Mrs. Fuatai Purcell, Acting Secretary General, Commonwealth Telecommunication Organization (CTO)
- iii. Bilateral meetings by Chairman TRAI with following dignitaries during 20<sup>th</sup> Meeting of the South Asian Telecommunications Regulators' Council (SATRC) at Paro, Bhutan from 28-29, August, 2019

- Ms. Areewan Haorangsi, Secretary General, APT;
- Ms. Zarghoona Jalalzoy, Member, Afghanistan Telecom Regulatory Authority (ATRA)
- Mr. Jigme Wangdi, Director, BICMA
- Mr. Purushottam Khanal, Chairman, Nepal Telecommunication Authority (NTA)

### Video Conference

- A Video Conference organised between TRAI and ATRA on 22<sup>nd</sup> July, 2019 to discuss many issues including issues related to International Roaming Tariff and Joint committee activities. TRAI's side was headed by Secretary TRAI and ATRA side was headed by Vice Chairman, ATRA.
- A Video Conference was held between the joint committee members of TRAI and BICMA (Bhutan Infocomm and Media Authority) on the issues of Rationalization and Reduction in International Roaming Mobile Tariff rates among SAARC countries on 13<sup>th</sup> June, 2019.
- Video Conferences were held between the officers of ANATEL (National Telecommunications Agency), Brazil and TRAI on 12<sup>th</sup> July, 2019 and 28<sup>th</sup> January, 2020 to discuss the many Issues including BRICS ICT Regulators Forum (BIRF), Minimum Broadband Speed & its implementation & Regulation of OTT services in Brazil etc.

### International Trainings

- ITU-TRAI had jointly organized an International Training Programme on "Emerging Trends in Broadcasting", at New Delhi from 9-11 October, 2019.
- TRAI had organised the five days training programme on Capacity Building and Sharing of Best Practices in Policy, Regulation and Development for ASEAN Member States, from 18-22 November, 2019 at New Delhi.
- TRAI had organised the SATRC Workshop on Spectrum from 18-20 December, 2019 at Goa, India.
- Organized GSMA workshop on Competition Policy in the Digital Age under the Capacity Building Programme on 18-19 November, 2019 at New Delhi.
- Organized GSMA workshop on 5G-The Path to the Next Generation under the Capacity Building Programme on 21-22 November, 2019 at New Delhi.

### Administrative, Legal and Financial Issues under consideration of the Department of Telecommunications (DoT)

2.18 In addition with the various matters discussed in the report, there are certain important issues pending with DoT for decision. The following Paras elaborate such Administrative, Legal and Financial Issues which are under consideration of DoT:

**(i) Proposal for Amendment of TRAI Act 1997**

2.18.1 TRAI has been established under TRAI Act 1997, inter-alia to regulate the telecommunication services and to protect the interest of service providers and consumers of telecom sector. The Authority has been conferred powers to issue directions, regulations, and orders in discharge of its regulatory functions but does not have any power to take punitive action to secure compliance of the regulatory measures taken by it. In order to ensure effective discharge of its functions under TRAI Act, 1997 the Authority sent a comprehensive proposal for amendment in the TRAI Act in the year 2007. Thereafter, several correspondences were made with DoT and two draft notes for Cabinet were also prepared by DoT but the proposed amendments have not yet been made. Therefore, a comprehensive proposal for amendment in TRAI Act was sent to DoT on 3<sup>rd</sup> June, 2016. Subsequently, several meetings were also held between TRAI and DoT to discuss the proposed amendments. TRAI also forwarded the detailed comments on 27<sup>th</sup> June 2017. In this regard last meeting was held on 1<sup>st</sup> December 2017 and some clarifications were also forwarded to DoT on 5<sup>th</sup> December, 2017, 10<sup>th</sup> April, 2018, 21<sup>st</sup> August, 2019 and 9<sup>th</sup> December 2019.

**(ii) Amendment in Schedule I of TRAI (Salary, Allowances and other conditions of service of the officers and employee) Rules, 2002**

2.18.2 Schedule I of TRAI (Salary, Allowances and other conditions of service of the officers and employee) Rules, 2002 needs modifications to incorporate scales as per 7<sup>th</sup> Pay Commission.

The posts of Assistant Accounts Officer and Junior Account Officer & Librarian, which were re-designated as Technical Officer and Section Officer, are to be deleted from Schedule-I of Rule 2002.

Further, for operating the posts of PCMO and Despatch Rider in TRAI, DoT had given in principle approval in July, 2004. These posts are to be included in Schedule-I of Rules, 2002. DoT was requested in November 2014 to incorporate in Schedule I of the said Rules four grades of Drivers in compliance with the OM No AB-14017/10/2014-Estt (RR) (3104937) dated 4<sup>th</sup> July, 2014 of DoP&T containing Model Recruitment Rules for Drivers. In September, 2017, DoT has also been requested to include in Schedule-I the above said posts and posts of Staff Officer, Technical Officer (Engineering) & Jr. Hindi Translator and to also rename the post of Group-'D' Attendant as Multi-Tasking Staff in Schedule-I of the DoT Rules, 2002. The clarifications sought by DoT vide their letter dated 31<sup>st</sup> December 2018 were provided to DoT in February, 2019. The matter is pending with DoT.

**(iii) Medical facility to employees of TRAI after their retirement**

2.18.3 Medical facility to employees of TRAI is governed by the Schedule II of TRAI (Salary, Allowance and other conditions of service of the officers and employees) Rules, 2002. For inclusion of Medical facility to employees of TRAI after their retirement, as suggested by DoT, TRAI had prepared the Draft Medical Rules on the lines of CS (MA) Rules, 1944 and sent the same to DoT in March, 2014. Clarifications sought by DoT were provided in October, 2017. A reminder was sent to DoT in July, 2018. Further clarifications by DoT reg. expenditure on medical during the last two years, number of employees etc. were provided in May/June 2019. The matter is still pending with DoT.

## Annexure - I

### List of COPs conducted during the period from 1<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2020

SNO	PLACE OF COPs	Date
1	Ghaziabad (Uttar Pradesh)	02.05.2019
2	Narnaul (Haryana)	09.05.2019
3	Bareilly, Distt Raiesan (Madhya Pradesh)	10.05.2019
4	Dungarpur (Rajasthan)	16.05.2019
5	Kawardha (Chhattisgarh)	21.05.2019
6	Leh (Jammu & Kashmir)	27.05.2019
7	Nalbari (Assam)	31.05.2019
8	Panaji (Goa)	06.06.2019
9	Nongpoh (Meghalaya)	13.06.2019
10	Fazilka (Punjab)	14.06.2019
11	Nalgonda (Telangana)	17.06.2019
12	Haridwar (Uttarakhand)	20.06.2019
13	Shimoga (Karnataka)	21.06.2019
14	Ahmedabad (Gujarat)	22.06.2019
15	Srikalahasti (Andhra Pradesh)	27.06.2019
16	Hathras (Uttar Pradesh)	27.06.2019
17	Guwahati (Assam)	27.06.2019
18	Balurghat, Dakshin Dinajpur (WB)	16.07.2019
19	Ongole (Andhra Pradesh)	18.07.2019
20	Daman (U.T.)	24.07.2019
21	Orchha (M.P.)	25.07.2019
22	Bongaigaon (Assam)	25.07.2019
23	Rajouri (J&K)	29.07.2019
24	Vizianagaram (Andhra Pradesh)	01.08.2019
25	Coonoor (Tamilnadu)	08.08.2019
26	Davanagere (Karnataka)	08.08.2019
27	Washim (Maharashtra)	21.08.2019
28	Seraikela Kharsewan (JH)	21.08.2019
29	Baloda Bazar (Chhattisgarh)	28.08.2019
30	Jhalawar (Rajasthan)	28.08.2019
31	Puducherry (Puducherry UT)	29.08.2019
32	Janakpuri (Delhi)	30.08.2019
33	Malout, Muktsar Sahib (Punjab)	04.09.2019
34	Medinipur (West Bengal)	04.09.2019
35	Fatehpur (Uttar Pradesh)	05.09.2019
36	Tumkur (Karnataka)	13.09.2019
37	Bhubaneswar (Odisha)	19.09.2019
38	Junagarh (Gujarat)	20.09.2019

39	Sanga Reddy (Telangana State)	26.09.2019
40	Katni (Madhya Pradesh)	26.09.2019
41	Kozhikode (Kerala)	26.09.2019
42	Kailashahar (Tripura)	22.10.2019
43	Karimnagar (Telangana)	31.10.2019
44	Kottayam (Kerala)	13.11.2019
45	Bahraich (U.P.)	14.11.2019
46	Kangra (HP)	15.11.2019
47	Alwar (Rajasthan)	18.11.2019
48	Roorkee (Uttarakhand)	20.11.2019
49	Tirupati (Andhra Pradesh)	20.11.2019
50	Pasighat (Arunachal Pradesh)	21.11.2019
51	Malappuram (Kerala)	25.11.2019
52	Katihar (Bihar)	26.11.2019
53	Gurgaon (Haryana)	29.11.2019
54	Hassan (Karnataka)	02.12.2019
55	Dibrugarh (Assam)	03.12.2019
56	Mansa (Punjab)	04.12.2019
57	Kolar (Karnataka)	04.12.2019
58	Baikunthpur, Dist.- Koriya (C.G.)	05.12.2019
59	Palghar (Maharashtra)	12.12.2019
60	Chengalpattu (Tamilnadu)	20.12.2019
61	Gir Somnath (Gujarat)	20.12.2019
62	Howrah (West Bengal)	26.12.2019
63	Khajuraho (Chhatarpur)	08.01.2020
64	Ambala (Haryana)	09.01.2020
65	Jhunjhunu (Rajasthan)	23.01.2020
66	Bihar, Nalanda	23.01.2020
67	Noida (U.P.)	31.01.2020
68	Dumka (Jharkhand)	06.02.2020
69	Mahasamund (Chhattisgarh)	13.02.2020
70	Kurukshetra (Haryana)	13.02.2020
71	Paloncha (Telangana)	14.02.2020
72	Jabalpur (Madhya Pradesh)	19.02.2020
73	Bishnupur, Distt. Bankura (WB)	20.02.2020
74	Rajahmundry (Andhra Pradesh)	20.02.2020
75	Faridabad (Haryana)	24.02.2020
76	Kapurthala (Punjab)	26.02.2020
77	Kurnool (Andhra Pradesh)	27.02.2020
78	Kanpur (Uttar Pradesh)	04.03.2020
79	Kannur (Kerala)	05.03.2020
80	Mahabubnagar (Telangana)	12.03.2020



## **PART - III**

### **FUNCTIONS OF TELECOM REGULATORY AUTHORITY OF INDIA IN RESPECT OF MATTERS SPECIFIED IN SECTION 11 OF TELECOM REGULATORY AUTHORITY OF INDIA ACT**



## **FUNCTIONS OF THE TELECOM REGULATORY AUTHORITY OF INDIA IN RESPECT OF MATTERS SPECIFIED IN SECTION 11 OF THE TRAI ACT**

Section 11 of the Telecom Regulatory Authority of India Act, 1997, as amended, provides that –

(1) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the functions of the Authority shall be to—

(a) make recommendations, either suo motu or on a request from the licensor, on the following matters, namely:

- (i) need and timing for introduction of new service provider;
- (ii) terms and conditions of licence to a service provider;
- (iii) revocation of licence for non-compliance of terms and conditions of licence;
- (iv) measures to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services;
- (v) technological improvement in the services provided by the service providers;
- (vi) type of equipment to be used by the service providers after inspection of equipment used in the network;
- (vii) measures for the development of telecommunication technology and any other matter relatable to telecommunication industry in general;
- (viii) efficient management of available spectrum;

(b) discharge the following functions, namely:

- (i) ensure compliance of terms and conditions of licence;
- (ii) notwithstanding anything contained in the terms and conditions of the licence granted before the commencement of the Telecom Regulatory Authority of India (Amendment) Act, 2000, fix the terms and conditions of inter-connectivity between the service providers;
- (iii) ensure technical compatibility and effective interconnection between different service providers;
- (iv) regulate arrangement amongst service providers of sharing their revenue derived from providing telecommunication services;
- (v) lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service;
- (vi) lay-down and ensure the time period for providing local and long distance circuits of telecommunication between different service providers;

- (vii) maintain register of interconnect agreements and of all such other matters as may be provided in the Regulations;*
- (viii) keep register maintained under clause (vii) open for inspection to any member of public on payment of such fee and compliance of such other requirement as may be provided in the regulations;*
- (ix) ensure effective compliance of universal service obligations.*
- (c) levy fees and other charges at such rates and in respect of such services as may be determined by Regulations;*
- (d) perform such other functions including such administrative and financial functions as may be entrusted to it by the Central Government or as may be necessary to carry out the provisions of this Act:*

*Provided that the recommendations of the Authority specified in clause (a) of this sub-section shall not be binding upon the Central Government.*

*Provided further that the Central Government shall seek the recommendations of the Authority in respect of matters specified in sub-clauses (i) and (ii) of clause (a) of this sub-section in respect of new licence to be issued to a service provider and the Authority shall forward its recommendations within a period of sixty days from the date on which that Government sought the recommendations:*

*Provided also that the Authority may request the Central Government to furnish such information or documents as may be necessary for the purpose of making recommendations under sub-clauses (i) and (ii) of clause (a) of this sub-section and that Government shall supply such information within a period of seven days from receipt of such request:*

*Provided also that the Central Government may issue a licence to a service provider if no recommendations are received from the Authority within the period specified in the second proviso or within such period as may be mutually agreed upon between the Central Government and the Authority:*

*Provided also that if the Central Government having considered that recommendation of the Authority, comes to a prima facie conclusion that such recommendation cannot be accepted or needs modifications, it shall, refer the recommendation back to the Authority for its reconsideration, and the Authority may within fifteen days from the date of receipt of such reference, forward to the Central Government its recommendation after considering the reference made by that Government. After receipt of further recommendation if any, the Central Government shall take a final decision.*

- (2) Notwithstanding anything contained in the Indian Telegraph Act, 1885 (13 of 1885), the Authority may, from time to time, by order, notify in the Official Gazette the rates at which the telecommunication services within India and outside India shall be provided under this Act including the rates at which messages shall be transmitted to any country outside India:*

*Provided that the Authority may notify different rates for different persons or class of persons for similar telecommunication services and where different rates are fixed as aforesaid the Authority shall record the reasons there for.*

- (3) While discharging its functions under sub-section (1) or sub-section (2) the Authority shall not act against the interest of the sovereignty and integrity of India, the security of the State, friendly relations with foreign States, public order, decency or morality.*
- (4) The Authority shall ensure transparency while exercising its powers and discharging its functions.*

3. The Authority, in pursuance of achieving the objectives of ensuring growth of industry and protecting interest of consumers has made several Recommendations either suo moto or on matters referred to it by the Government; notified various Regulations to carry out purposes of the Act; taken action to enforce licence terms and conditions; and initiated work on several other issues. By discharging various recommendatory & regulatory functions, TRAI has contributed to growth of telecom services including the broadcasting and cable TV services in terms of increased number of consumers and a vast network providing telecom services across the length and breadth of the country. These continued measures have also resulted in overall benefits to the consumer in terms of choice of services, reduced tariff of telecom service, better quality of service etc. Some of the specific functions carried out by TRAI in respect of various matters specified in Section 11 of the TRAI Act are as follows.

**a) Telecommunication rates both within India and outside India including the rates at which messages shall be transmitted to any country outside India**

3.1 Section 11 (2) of the Telecom Regulatory Authority of India Act, 1997 as amended by TRAI (Amendment) Act, 2000, empowers the Authority to notify in the Official Gazette the rates at which telecommunication services within India and outside India shall be provided, including the rates at which the messages shall be transmitted to any country outside India. It also provides that the Authority may notify different rates for different persons or class of persons for similar telecommunication services. Besides specifying the tariff regime applicable to various services, TRAI is also required to ensure that tariffs prevailing in the market are consistent with the specified tariff regime. For this purpose, the Authority monitors the rates at which the service providers provide the various telecom services. Further, the function of specifying norms for fixation of rates for Pay Channels as well as fixation of rates for Cable Services is also assigned to TRAI. Details of action taken by TRAI in Telecom Sector and Broadcasting & Cable Sector during 2019-20 are discussed in the following paragraphs.

3.1.1 As per the existing tariff framework, the tariff for mobile services and data services is under forbearance. The service providers have the flexibility to decide the rates for various types of calls, SMS or internet data offers with multiple combinations for different service areas of their operation. However, the tariff offers are to be in accordance with the Telecommunication Tariff Orders and Telecom Consumer Protection Regulation.

TRAI looks after consumer interests through tariff regulation. Tariff regulation takes the form of ensuring clarity and transparency in tariff offers to consumers and fixing tariff charges where the market is not delivering optimal rates.

**b) Recommendations on (i) the need and timing of the new service providers; (ii) the terms and conditions of license to a new service provider; and (iii) revocation of licence for non-compliance of terms and conditions of licence**

3.2 Under Section 11 (1) (a) of the TRAI Act 1997, the Authority is required to make recommendations either suo moto or on a request from the licensor; i.e., Department of Telecommunications or Ministry of Information & Broadcasting in the case of Broadcasting and Cable Services. Recommendations forwarded by TRAI to Government during 2019-20 are given below: -

- Authority's response to DoT reference received in TRAI on 21<sup>st</sup> June, 2019 on Authority's recommendations dated 21<sup>st</sup> October, 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited.
- Recommendations dated 22<sup>nd</sup> July, 2019 on "Entry Level Net worth requirement of Multi-system Operators in Cable TV services"
- Recommendations dated 24<sup>th</sup> October, 2019 on "KYC of DTH Set Top Boxes"
- Recommendations dated 13<sup>th</sup> November, 2019 on "Platform Services offered by DTH Operators"

The details of these Recommendations have already been discussed in Part-II of this Report.

**c) Ensuring technical compatibility and effective inter-connection**

3.3 Interconnection is the lifeline of telecommunication services. Subscribers of telecommunication services cannot communicate with each other or connect with services they require unless necessary interconnection arrangements are in place. Availability of effective and expeditious interconnection plays an important role in the growth of the telecommunication services sector. Accordingly, the following interconnection Consultation Paper was issued by TRAI during the reporting period: -

- **Consultation Paper dated 30<sup>th</sup> May, 2019 on "Review of the Regulatory Framework for Interconnection"**

In order to ensure that interconnection arrangements are finalized in timely manner, a number of issues are required to be agreed upon by TSPs or determined by the sector regulator.

TRAI had issued "The Telecommunication Interconnection Regulation, 2018" dated 1<sup>st</sup> January, 2018 on Interconnection agreement, bank Guarantee, provisioning & augmentation of port at POIs, interconnection charges, disconnection of POIs and financial disincentive on interconnection matters. However, on the issue of review of the Level of Interconnection the Authority observed that there is a need for further deliberations.

In view of above, TRAI issued the Consultation Paper on "Review of the Regulatory Framework for Interconnection" to address the issue of fixed to fixed Point of Interconnection.

**d) Regulating arrangement amongst service providers of sharing their revenue derived from providing telecommunication service**

3.4 Interconnection Usage Charges (IUC) regime is an essential requirement to enable subscribers of one service provider to communicate with subscribers of another service provider. Providing interconnection entails costs for which service providers need to be fairly compensated. The IUC regime not only determines the revenue accruable to the service providers but also how this revenue is to be distributed among them. An efficient interconnection and charging regime are central to efficient and seamless connectivity between various networks.

The Authority specified IUC for the first time in 2003. Subsequently, these charges have been revised through various amendments. These charges were further revised vide regulations issued during the report period, as detailed below:

**TELECOM SECTOR**

**“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019”**

TRAI issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribed revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

Key features of the Regulations are as follows:

- a) For wireless to wireless domestic calls, termination charge would continue to remain as ₹ 0.06 (paise six only) per minute up to 31<sup>st</sup> December 2020.
- b) From 1<sup>st</sup> January, 2021 onwards the termination charge for wireless to wireless domestic calls shall be zero.

**e) Time period for providing local and long-distance circuits of telecommunication between different service providers**

3.5 The time-frame for provisioning of ports for initial interconnection and augmentation of ports at POIs has been increased to 42 days vide “The Telecommunication Interconnection (Amendment) Regulations, 2018” dated 5<sup>th</sup> July, 2018.

**f) Ensuring compliance of the Terms and Conditions of License**

3.6 During the report period, following directions were issued to Telecom Service providers to ensure compliance of the Terms and conditions of license:

- Direction dated 2<sup>nd</sup> January, 2020 issued to all Basic, CMTS, UASL, Unified License & UL (VNO) Licensees, National Long Distance Service Providers, Internet Service Providers, International Long-Distance Service Providers to implement Green Technology in the Telecom Sector and submission of the Carbon Footprint Report.

The Direction has been discussed in detail in Part-II of this report.

**g) Steps taken to protect the Interest of the Consumers of Telecommunications Services**

3.7 TRAI, with a view to enhance consumer education and awareness organises Consumer Outreach Programmes, Seminars, Workshops on Capacity Building of TRAI registered consumer organization and brings out consumer education material and undertake media campaigns. Programmes organized and campaigns undertaken during 2019-20 have been detailed in the Part-II of the report.

**Auditing of Metering and Billing System :**

3.7.1 In order to (i) bring uniformity and transparency in the procedures being followed by service providers with regard to metering and billing; (ii) prescribe standards relating to accuracy of measurement, reliability of billing; (iii) measure the accuracy of billing provided by the Service Providers from time to time and to compare them with the norms so as to assess the level of performance; (iv) minimize the incidences of billing complaints; (v) and to protect the interest of consumers of telecommunication services, TRAI had reviewed the Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation 2006 and issued the Quality of Service (Code of Practice for Metering and Billing Accuracy) (Amendment) Regulations, 2013 on 25<sup>th</sup> March, 2013. The Regulation mandates the service providers to arrange audit of their Metering and Billing System on an annual basis through any one of the auditors notified by TRAI and to furnish to TRAI an audit certificate thereof not later than 31st July of every year. The Regulation also provides that the service providers have to take corrective action on the inadequacies, if any, pointed out by the Agency in the Certificate and to file with TRAI an Action Taken Report thereon not later than 15<sup>th</sup> November, of every financial year. Further, for effective implementation of these regulations TRAI has also enforced financial disincentive at the rate of ₹ 1,00,000/-per week for delay in submission of Audit Reports and Action Taken Reports and Financial disincentive not exceeding an of ₹ 10,00,000/- per action taken report for false or incomplete information. The service providers have submitted the audit reports and action taken reports within the time limit. The audit has helped in identifying billing and charging deficiencies leading to refunds of excess charges levied to affected customers and addressing systemic issues.

**Regulation to specify the duration of call alert:** In order to provide sufficient time to subscriber to pick up the call and not to make inconvenience to the subscriber due to inappropriately long duration of call alert, TRAI on 1<sup>st</sup> November, 2019 notified The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Seventh Amendment) Regulations, to specify duration of alert for the called.

Access Provider would have to maintain the time duration of alert for an incoming voice call, which is neither answered nor rejected by the called party, to thirty seconds for Cellular Mobile Telephone Service and sixty seconds for Basic Telephone Service. The terminating network shall, on expiry of thirty second in case of Cellular Mobile Telephone Service and sixty seconds in case of Basic Telephone Service, release the incoming voice call and transmit the call release message to the originating network. However, originating network may release an unanswered call after ninety seconds in case the call release message is not received from the terminating network.

**Spam Control:** To curb the problem of Unsolicited Commercial Communication (UCC), TRAI has reviewed the framework and notified Telecom Commercial Communication Customer Preference Regulation, 2018 dated 19<sup>th</sup> July, 2018, mandating the adoption of new technological platform i.e. Distributed Ledger Technology (DLT). The regulations provide for Registration of senders (businesses and telemarketers), Headers, subscribers' consent, Message template etc. and Fine-grained control over preferences. It is a Co-regulation where Telecom Service Providers/ Access Providers establish and arrange the framework, which is legally backed by regulation.

### Steps taken to protect the Interest of the Consumers of Broadcasting Services

3.7.2 In order to protect the interest of the consumers, TRAI issued Standards of Quality of Services and Consumer Protection (Addressable System) (Second Amendment) Regulations 2019 applicable to broadcasting services related to television provided, through addressable systems, throughout the territory of India. Through this second amendment, Authority mandated 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.

In addition, TRAI also issued Telecommunication (Broadcasting and Cable) Services (Eighth) (Addressable Systems) Tariff (Second Amendment) Order, 2020 for Broadcasting and Cable Services sector. It facilitates consumers to choose channels of their choice either as a-la-carte or bouquet of channels. Now, consumers can choose 200 channels of their choice in maximum network capacity fee (NCF) of ₹ 130/- per month. Relief has also been given to Multi-TV home subscribers as they would pay only 40% of NCF for every second and additional TVs in a home. Subscribers can also choose different set of channels for each TV connection in a multi TV home.

Further, during the period, letter was issued to all Distribution Platform Operators (DPOs) of Broadcasting and Cable Services mandating every distributor of television channels to display information on the channel no. 999 and provide facility of ADD/DROP of channel to the subscribers through SMS. This has been done for the convenience of the subscribers who are not IT savvy.

### h) Steps taken to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services

3.8 TRAI has always endeavoured to establish policies that are contemporary, in tune with the current developments, simple and pragmatic. They have desired impact on competition, infrastructure, revenue and customer welfare. It has been conscious of the fact that regulatory certainty is important for formulation of appropriate business strategies, promoting competition and thereby giving customer the fruits of innovation. TRAI has carried out the job of increasing competition and easing entry of competitive service providers in all seriousness. Measures in the form of recommendations/regulations/tariff orders/directions etc. have proved to be key for growth of the industry.

To facilitate competition and promote efficiency in the operation of telecommunications following steps were taken by TRAI in 2019-20:

## TELECOM SECTOR

- **“The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019”**

TRAI issued “The Telecommunication Interconnection Usage Charges (Fifteenth Amendment) Regulations, 2019” on 17<sup>th</sup> December, 2019 which prescribed revision in the date of applicability of Bill and Keep (BAK) regime in respect of wireless to wireless domestic call termination charges.

Key features of the Regulations are as follows:

- (i) For wireless to wireless domestic calls, termination charge would continue to remain as ₹ 0.06 (paise six only) per minute up to 31<sup>st</sup> December, 2020.
- (ii) From 1<sup>st</sup> January, 2021 onwards the termination charge for wireless to wireless domestic calls shall be zero.

- i) Levy of fees and other charges at such rates and in respect of such services as may be determined by Regulations**

3.9 In exercise of powers under clause (c) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997, the TRAI issued The TRAI (Levy of Fees and Other Charges for Tariff Plans Regulations 2002 to cover the quantum of fees and other charges for filing of tariff plans for approval of the Authority by the service providers. The Regulations provide that no fee shall be levied if the tariff plans filed are in respect of tariffs which have been forborne by the Authority.

- j) Steps taken to ensure effective compliance of universal service obligation (USO)**

3.10 The Authority in its recommendations dated 14<sup>th</sup> May, 2012 on support for Rural Wire-line Connections, has recommended that support to M/s BSNL may be continued for two years for sustenance of rural wire-line connections, installed before 1<sup>st</sup> April, 2002. The amount of support may be ₹ 1500 crore for the first year and ₹ 1250 crore for the second year. The Authority vide its recommendations dated 22<sup>nd</sup> July, 2014 on “Improving Telecom Services in Andaman and Nicobar Islands and Lakshadweep” has recommended measures for improving the telecom services in these areas. Further, to encourage data usage in rural areas the Authority forwarded its Recommendations dated 19<sup>th</sup> December, 2016 on “Encouraging data usage in Rural Areas through provisioning of free data”. In this recommendation, the Authority has recommended that the scheme may be funded through USOF.

- k) Details of advice rendered to the Central Government in the matter relating to development of telecommunication technology and any other matter relatable in telecommunication industry in general**

3.11 Details of advice rendered by TRAI to the Central Government in the matters relating to development of telecommunication is given below:

- Authority's response to DoT reference received in TRAI on 21<sup>st</sup> June, 2019 on Authority's recommendations dated 21<sup>st</sup> October, 2016 regarding Violation of the provisions of License Agreements and the Standards of QoS of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 by M/s Bharti Airtel Limited, M/s Vodafone India Limited and M/s Idea Cellular Limited.

Further details in this regard have already been discussed in Part-II of the report.

## **I) Monitoring of the quality of services and details of promotional survey of such services by the service providers**

### **3.12 Reports received from service providers**

#### **3.12.1 Basic and Cellular Mobile Services.**

TRAI monitors the performance of Basic and Cellular Mobile service against the benchmarks prescribed by TRAI through quarterly performance monitoring report (PMR) received from service providers in accordance with the above directions. In order to improve the quality of service provided by the service providers TRAI has prescribed financial disincentive through The Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service (Second Amendment) Regulations, 2012 dated 8<sup>th</sup> November 2012 on Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service operators for non-compliance with the benchmark for the Network Service Quality Parameters and Customer Service Quality Parameters. These regulations also provide for deterrent as financial disincentives against false reporting and delay in submission of report of the Quality of Service benchmarks.

#### **3.12.2 Broadband Service**

TRAI monitors the performance of the service providers against the Quality of Service benchmarks laid down by TRAI, through the quarterly Performance Monitoring Reports (PMRs) vide Regulation on Quality of Service of Broadband Service dated 6<sup>th</sup> October, 2006. The quarterly reports submitted by Broadband service providers are analysed for assessing their performance with regard to the QoS benchmark). To further strengthen the quality of standards TRAI had issued "The Quality of Service of Broadband Service (Second Amendment) Regulations, 2012, on 25<sup>th</sup> June, 2014 for improve the speed of Broadband.

#### **3.12.3 Network/Point of Interconnection (POI) reports.**

TRAI is monitoring the level of congestion at the POI between various Service Providers on Monthly basis. This parameter signifies the ease by which a customer of one network is able to communicate with a customer of another network. This parameter also reflects as to how effective is the interconnection between two networks. The bench mark notified by TRAI in the QoS Regulations for this parameter is <0.5%. TRAI receives monthly PoI Congestion Reports from Basic and Cellular Mobile Services for assessing their performance with regard to Quality of Service benchmarks.

#### 3.12.4 TRAI MyCall App:

The “TRAI MyCall App” is intended to measure the call quality through crowd sourcing. TRAI MyCall is a mobile application for Crowd sourced Voice Call Quality Monitoring, available for android and iOS platforms. The Application helps Mobile phone users rate their experience about voice call quality in real time and help TRAI gather customer experience data along with Network data.

#### 3.12.5 Assessment of Quality of Service through independent agencies:

TRAI also monitor the Quality of Service through audit and assessment done by independent agencies. These reports are analysed and released on the website of TRAI for information of all stakeholders. Also, the areas of concern pointed out in the reports are shared with the service providers for improving Quality of Service.

As part of the Independent Drive Test of Quality of Service, TRAI had undertaken extensive drive tests of mobile network in select cities through the independent agencies during the year 2019-20. The cities covered in these drive tests conducted by TRAI through independent Agencies are Surat, Chandigarh, Bhubaneswar, Itanagar, Pasighat, Bilaspur, Kollam, Amritsar, Srinagar, Meerut, Vijayawada, Shimla & Solan, Bhopal, Dharbhanga, Lucknow, Cochin, Jaipur, Delhi (NCR), Pondicherry, Allahabad, Goa, Guwahati, Varanashi, Kottayam. In addition the above cities, TRAI conducted Drive Tests through independent Agencies on National Highways between Hyderabad-Vijaywada, Vijaywada-Chennai, Shimla-Manali & on Train Routes between Chandigarh- Rewari, Hyderabad-Kurnool-Tripuri, Chennai-Vijayawada, Kishanganj-Patliputra, SawaiMadhupur-Ujjain, Delhi-Dehradun, Bangalore-Davangree, Palakkad-Ernakulam-Trivandrum, Khurdwadi-Mumbai, Tatanagar-Bargah. The results of these drive tests are available on TRAI Analytic Portal of TRAI website having URL [www.analytics.trai.gov.in](http://www.analytics.trai.gov.in).

#### **(m) Inspection of equipment used in the network and recommendation made on the type of equipment to be used by the service providers**

3.13 The specific steps taken under this head during the report period are as under:

- **Consultation on “Network Testing Before Commercial Launch of Services for Wireline Access Services”**

DoT through its letter dated 16<sup>th</sup> July, 2019 requested the Authority for recommendations on “Network Testing before commercial launch of Wireline Access Services” as per the clause 11(1)(a) of TRAI Act, 1997 as amended by TRAI Amendment Act, 2000.

Consultation process was initiated to frame recommendations to decide the norms of network testing before commercial launch for wireline services and the draft recommendations were issued on 31<sup>st</sup> December, 2019 to solicit the views of the stakeholders with last date for receiving the comments 30<sup>th</sup> January, 2020 and for counter-comments 13<sup>th</sup> February, 2020.



## **PART - IV**

# **ORGANISATIONAL MATTERS OF TELECOM REGULATORY AUTHORITY OF INDIA AND FINANCIAL PERFORMANCE**

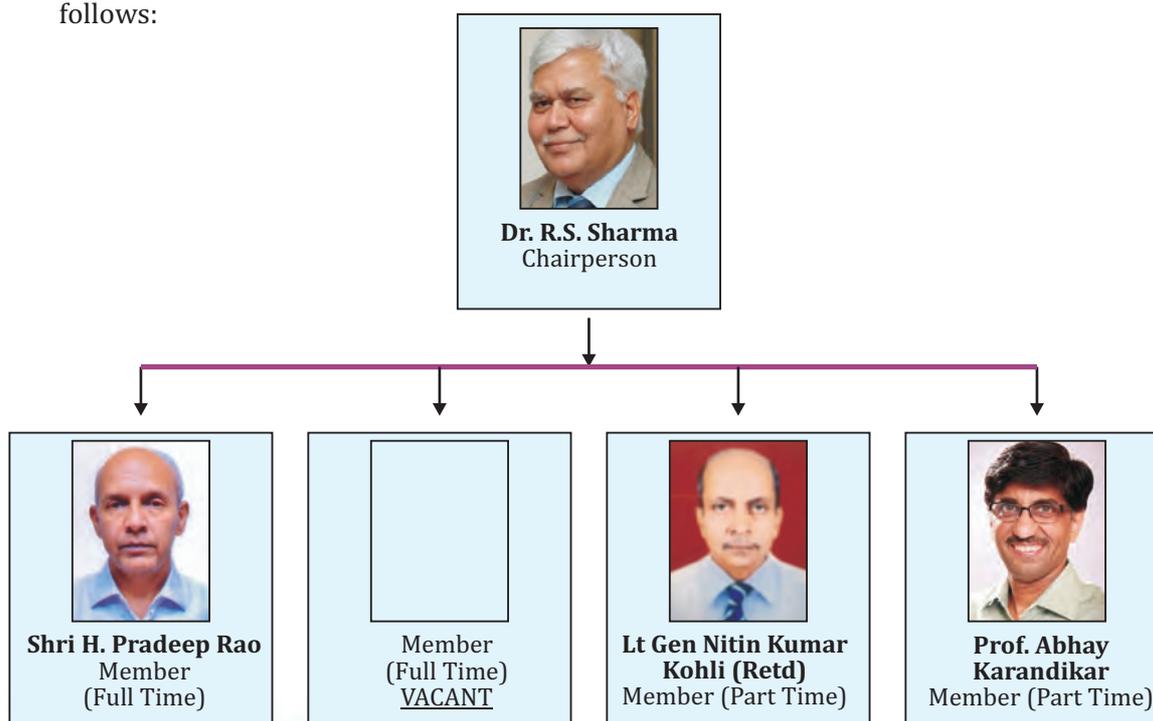


## (A) ORGANIZATIONAL MATTERS OF TELECOM REGULATORY AUTHORITY OF INDIA

4.1 This section provides information on organizational matters of TRAI relating particularly to organization structure, funding, human resources covering the areas of recruitment, capacity building and other general issues.

### (a) ORGANISATION

4.2 The Telecom Regulatory Authority of India was established under the Telecom Regulatory Authority of India Act, 1997 enacted on 28<sup>th</sup> March, 1997. The Telecom Regulatory Authority of India (Authority) is a body corporate by the name aforesaid, having perpetual succession and a common seal, with power, subject to the provisions of this Act, to acquire, hold and dispose of property, both movable and immovable, and to contract, and shall, by the said name, sue or be sued. The TRAI (Amendment) Act, 2000 led to the reconstitution of the Authority. The Authority consists of a Chairperson, and not more than two whole-time members and not more than two-part time members that are appointed by the Central Government. The head office of the Authority is at New Delhi. The constitution of the Authority as on 31<sup>st</sup> March, 2020 was as follows:



### (b) SECRETARIAT OF TRAI (HQ)

4.3 The Authority functions with a Secretariat headed by the Secretary and assisted by seven divisions which are as follows:

(i) Administration & International Relations (A&IR ); (ii) Broadcasting & Cable Services (B&CS); (iii) Financial & Economic Analysis (F&EA); (iv) Networks, Spectrum and Licensing (NSL); (v) Quality of Service (QoS) (vi) Legal and (vii) Consumer Affairs & Information Technology (CA & IT).

#### **ADMINISTRATION & INTERNATIONAL RELATIONS DIVISION**

- 4.4 Administration Division is responsible for all administrative and personnel functions which include planning and control of human resource development in TRAI as well as ensuring coordinated availability of information for the Authority's use. Administration Division has the responsibility of management and control of activities of Administration & Personnel Section (A&P), General Administration Section (GA), Communication & Public Relation (Comm. & PR) Section, OL Section, Management Representative and RTI (MR&RTI) Section. The Division also handles International relations which include coordination with all International Organizations/bodies viz., ITU, APT, World Bank, WTO, ADB, SATRC, OECD and Regulatory Bodies in other countries.

#### **BROADCASTING & CABLE SERVICES (B&CS) DIVISION**

- 4.5 The Broadcasting and Cable Services (B&CS) Division is responsible for advising the Authority to lay down the overall regulatory framework; encompassing tariff, interconnection and quality of services aspects; for the broadcasting sector including the broadcasting of satellite TV channels, Direct to Home (DTH) services, Cable TV services, Head-end in the Sky (HITS) services, Internet Protocol Television (IPTV) services, FM Radio broadcasting etc. The division is also responsible for examining the issues relating to modernization/ digitalization of the broadcasting sector and making recommendations on various policy issues and terms & conditions of licenses/ permissions issued by the Government to various service providers in the broadcasting sector. The division advises the Authority regarding the measures required to protect the interests of all the stakeholders of the broadcasting sector, which include facilitation of consumer choice, availability of services of desirable quality at affordable prices and promoting competition.

#### **FINANCIAL & ECONOMIC ANALYSIS (F&EA) DIVISION**

- 4.6 F&EA Division is primarily responsible for ensuring compliance of the provisions contained in The Telecom Tariff Orders, certain provisions contained in the Telecom Consumer Protection Regulations, 2012 and Directions issued by the Authority on related aspects from time to time. Further, the F&EA Division is also responsible for providing advice on various operational aspects of telecom sector viz., tariff regulation (including fixation of tariffs for telecom services wherever required, prescribing tariff principles to be followed by service providers, ensuring reporting of tariffs and examining those for consistency with regulatory framework etc.), fixation of cost based interconnections charges, fixation of per port transaction charges for mobile portability, cost methodologies and costing for telecom services etc. Based on the review, if it is felt that the regulatory framework needs to be amended, the F&EA Division accordingly processes for amending the regulatory framework whenever required. Apart from the inputs on various policy aspects as above, the F&EA Division provides inputs on various references, seeking recommendations or inputs, received from the Department of Telecommunications, Reserve Bank of India or other Government Departments on related aspects. The F&EA Division is also responsible for undertaking a review of financials statements, Accounting Separation Reports, AGR Reports etc., for ensuring consistency of the same with the extant regulatory framework. This Division also compiles "The Indian Telecom Services Performance Indicators Report" and publishes it on quarterly basis.

## **NETWORKS, SPECTRUM AND LICENSING (NSL) DIVISION**

- 4.7 The Network, Spectrum and Licensing (NSL) Division is responsible for fixing the terms and conditions of Interconnection, ensuring effective interconnection between various Telecom Service Providers, handling of all interconnection issues including determination of Interconnection Usage Charges (IUC) and regular review thereof. The interconnection issues of Submarine Cable Landing Stations are also handled by the Division. Further, the Division is responsible for making recommendations on matters related to license conditions of Access Services including Internet/Broadband, National Long Distance (NLD) Service, International Long Distance (ILD) Service, Mobile Radio Trunking Service, Very Small Aperture Terminal (VSAT) service, Public Mobile Radio Trunking Service (PMRTS) and value-added services such as Audio Conferencing / Audiotex / Voice Mail. The Division also provides recommendations on efficient management of spectrum including its refarming. The Division is also responsible for providing recommendations on matters related to introduction of new technologies and services. The matters related to Infrastructure Sharing, Sustainable Telecommunications Terms and conditions for registration of Other Service Provider (OSPs) and Radio Communications Systems for Public Protection & Disaster Relief (PPDR) are also handled. The Division also deals with issues related to National Numbering Plan, Intelligent Network (IN) Service and Calling Cards.

The Division monitors compliance of license conditions by service providers for all type of services mentioned above. The division also monitors subscriptions of fixed line, mobile and internet services as well as mobile data usage in the country. The Division handles recommendations on issues related to Universal Service Obligation (USO) and all related matters. The Division also regulates Mobile Number Portability (MNP) and ensures its compliance.

## **QUALITY OF SERVICE (QOS) DIVISION**

- 4.8 QoS division is responsible for laying down the standards of Quality of Service to be provided by the service providers; to ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect the interest of the consumers of telecommunication services. The division is also responsible for maintaining a register of interconnect agreements and of all such other matters as may be provided in the regulations.

## **LEGAL DIVISION**

- 4.9 Legal Division is responsible for rendering legal advice to the Authority on all regulatory issues, drafting and vetting of all legal documents. The Division manages all litigation matters in which TRAI is a party.

## **CONSUMER AFFAIRS & INFORMATION TECHNOLOGY (CA & IT) DIVISION**

- 4.10 CA Division is responsible for the development of consumer advocacy in the telecommunication sector and creating general awareness amongst consumers about various measures taken by the Telecom Regulatory Authority of India to protect the interest of consumers. The division facilitates registration of consumer organizations and non-governmental organizations from all over the country with TRAI and interacts with them on various issues concerning the consumers. The other activities of the division include organizing consumer education/outreach programmes, capacity building of consumer organizations registered with TRAI, by organizing regional workshops & seminar on relevant

topics, undertake media campaigns, developing and publishing consumer education material in Hindi, English and regional languages for enhancing consumer education etc.

The role of an IT department is important in the success of any organization. The IT division in TRAI is responsible for catering IT needs of various divisions like analytics & visualization of data, implementation & maintenance of various portals & TRAI website, web applications, mobile app development, video conferencing etc. TRAI's IT division also maintains computer hardware assets and LAN setup of TRAI.

IT division is also conducting technical sessions, time to time from eminent persons in their respective fields, so as to create awareness regarding new technology trends and capacity building among officers of TRAI. The IT Division is also publishing monthly technical information paper in the form of 'Technology Digest' for spreading knowledge in telecom and broadcasting domain.

### (c) HUMAN RESOURCES

4.11 A staff of 185 (as on 31<sup>st</sup> March, 2020) is handling the work in the Secretariat of TRAI (HQ), which performs the tasks assigned to it by the Authority in the discharge of its functions. Wherever necessary, Consultants are engaged.

#### (i) Staff strength of TRAI HQ (as on 31<sup>st</sup> March, 2020)

4.12 As on 31<sup>st</sup> March, 2020, the Staff strength of the TRAI (Headquarters) was as under:

SN	POSTS	SANCTIONED	ACTUAL
1.	SECRETARY	01	01
2.	PR. ADVISOR	14	14
3.	ADVISOR		
4.	JT. ADVISOR	25	21
5.	DY. ADVISOR	10	08
6.	SR. PR. PRIVATE SECRETARY	03	03
7.	SR. RESEARCH OFFICER	35	27
8.	PRINCIPAL PRIVATE SECRETARY	05	04
9.	TECHNICAL OFFICER	12	11
10.	TECHNICAL OFFICER (ENGINEERING)	05	00
11.	SECTION OFFICER	20	17
12.	PRIVATE SECRETARY	12	11
13.	ASSISTANT	48	37
14.	PERSONAL ASSISTANT	18	09
15.	JR. HINDI TRANSLATOR	01	00
16.	LDC	07	01
17.	DRIVER SPECIAL GRADE	01	00
18.	DRIVER GRADE-I	04	02
19.	DRIVERS GRADE-II	04	04
20.	DRIVERS ORDINARY GRADE	04	04
21.	PCMO	02	02
22.	DESPATCH RIDER	01	01
23.	ATTENDANTS	05	08
<b>TOTAL</b>		<b>237</b>	<b>185</b>

#### 4.13. Details of Secretary, Pr. Advisors / Advisors Level Officers in TRAI (HQ)

SNo.	Name of the Officer	Post held	Photograph
1	Shri Sunil Kumar Gupta	Secretary	
2	Shri U.K. Srivastava	Principal Advisor (NSL)	
3	Shri Sunil Bajpai	Principal Advisor (CA, QOS & IT)	
4	Shri S.K. Mishra	Principal Advisor (F&EA)	
5	Shri Rajiv Sinha	Principal Advisor (B&CS)	
6	Shri Sanjeev Kumar Sharma	Advisor (Admn. & IR)	
7	Shri Anil Kumar	Advisor (B&CS)	

SNo.	Name of the Officer	Post held	Photograph
8	Shri Sunil Kumar Singhal	Advisor (BB&PA)	
9	Shri Sanjeev Banzal	Advisor (CA&IT)	
10	Shri Arvind Kumar	Advisor (B&CS)	
11	Shri S.T. Abbas	Advisor (NSL)	
12	Shri Rajiv Ranjan Tiwari	Advisor (Legal)	
13	Shri Asit Kadayan	Advisor (QoS)	
14	Shri Kaushal Kishore	Advisor (F&EA)	
15	Shri Amit Sharma	Advisor (F&EA)	

4.14. TRAI personnel are initially drawn on deputation from the Government Departments. These deputationists with relevant experience in the fields of telecommunication, economics, finance, administration, etc., are initially appointed for a period of two years and thereafter, if required, requests are sent to concerned Government Departments/Organizations for extending their deputations. Seeking extension of deputations in respect of trained and experienced existing employees has often proved to be difficult. While the scope, scale and complexity of Authority's functions continue to grow at a fast pace, the Authority is facing the problem of losing trained and experienced personnel due to their frequent repatriation to their parent departments. The Authority has, therefore, constituted a cadre of officers and staff with specialized expertise and skills with the option of permanent absorption in TRAI.

**ii) Recruitment**

4.15 The Authority has constituted its own cadre of officers and staff by way of absorbing the officials who are on deputation to TRAI from various Ministries/Departments/PSUs. However, most deputationists, particularly in the senior and middle levels do not exercise option for permanent absorption. Therefore, the recruitment of personnel for its Secretariat by way of deputation from other Ministries/Departments/PSUs still continues. This is due to the reason that among Government employees, the relevant expertise is available mainly in the Ministries or with the Government owned Telecom Operators. However, the Authority has been experiencing difficulty in recruiting specialized manpower on account of unattractive terms & conditions of service.

**(iii) Training**

4.16 TRAI accords utmost importance to human resource initiatives to develop expertise for its staff in the fields of Telecom and Broadcasting especially related to tariffs and quality of services standards, the conduct of surveys on Quality of Service and other consumer-related matters. A structured training policy has been put in place covering all the employees. The following types of training are being given to employees of TRAI: -

- i. Orientation / Entry Level Training
- ii. Short Term Thematic Training
- iii. Long Term Training – Mostly online courses
- iv. Mid-Career Training Program
- v. Others – International training and On Job training

This initiative has proved to be useful for its officers and staff in participating effectively in the consultative process for the Authority, both through the preparation of consultation papers and analyzing feedback and responses received and also during Open House Discussion. This has also helped in developing the policy framework to address various issues which arise in regulating the telecom sector. In selecting and designing training programmes/workshops, TRAI's endeavour is to impart diverse skills for macro-level policy and handling of techno-economic operating details relevant for implementation and monitoring of policies. Special programmes are to be identified/designed and run to meet the specific needs of TRAI. The Authority sponsors its officers for international trainings under the 'Institutional Capacity Building Project' for further developing their expertise within the organization.

4.17 A few TRAI officers were deputed during the year to attend International Training programmes conducted by various Institutions and International Telecommunications Union. The officers have received valuable inputs through these trainings and the inputs have enriched their skills in their respective area of regulatory work. These include Conformity & Interoperability in 5G, Evolution & Emerging Trends of Broadband Access Technologies, IOT Security Challenges and Solutions, Strategic aspects for Internet Governance and Innovations etc. TRAI personnel were deputed for various domestic training programmes which include Leadership & Teamwork for Performance Excellence, Leadership Challenges in Digital Transformation, Smart Governance Excellence in Citizen/Customer Centric Public Service Delivery, Industrial Internet of Things: A gateway to Digital Factory, Digital Workplace: Essentials for Non-IT Executives, Cyber and Network Security, 4G & 5G Technologies for Senior Officers, Leadership Development, Creativity, Overcoming Managerial Challenges through Creative Thinking, Leadership 4.0, Essentials of Public Policy, Problem Solving and Decision Making, Overcoming Managerial Challenges through Creative Thinking etc.

4.18 TRAI also has in place a system of in-house training and workshops, wherein distinguished national and international experts are invited for interaction with its officers on the latest developments in the telecom sector. TRAI's officials were deputed for various such workshop-cum-training programmes, inter-alia, including those on "Capacity Building and Sharing of Best Practices in Policy, Regulation and Development – ASEAN", "Competition Policy in the Digital Age", "5G-The Path to the Next Generation", "Training on Drive Test" etc.

**(iv) Seminar / Workshops**

4.19 In order to keep pace with the developments taking place globally, the Authority has deputed members of its staff to various international events, meetings and symposia which not only helped gather valuable feedback/ inputs for its own policy formulation as well to keep abreast with the latest development in the fields of technology but has also contributed to the international efforts being focused on issues of major regulatory concerns in India and many other countries and enabled India to play a leading role in the emerging global information society.

**v) Office accommodation**

4.20 As per the policy of the Government of India TRAI is an eligible office for Office Accommodation from Government pool. But, since its inception in 1997 TRAI has been functioning through rented accommodation. In the past, TRAI had made vigorous efforts to get its own office premises through Ministry of Communications & IT but to no avail. TRAI being an autonomous regulatory body for regulating the affairs of Telecom Sector and Broadcasting and Cable Services needs its own office premise to keep its autonomous character intact. Presently, TRAI's office is situated in a building owned by MTNL on rental basis. A proposal for procurement of built-up Office Space for TRAI in NBCC Commercial Complex at Nauroji Nagar, New Delhi has been sent for consideration of Government of India through Deptt. of Telecommunication (DoT).

TRAI had initially submitted the proposal with full justification to DoT in the year 2017 and had been persistently following the same with a series of meetings and reminders. During the financial year 2019-2020 also the matter for office accommodation has been taken up with DoT.

**vi) Residential quarters for TRAI staff**

4.21 As per the existing policy of the Government of India employees joining the Authority on deputation are permitted retention of general pool accommodation on payment of Special Licence Fee by the Authority who may recover normal licence fee from the employees. Permissible period of retention will be till the superannuation of the employees or till the duration of their tenure with the Authority, whichever is earlier. The eligibility for allotment of General Pool residential accommodation would be restricted to the officers posted in the Secretariat of the Authority (TRAI) in Delhi, who were eligible for allotment of accommodation from General Pool prior to their joining in the Authority on payment of special licence fee by TRAI to the Directorate of Estates. In view of the foregoing position, the Directorate of Estates is neither allotting the general pool accommodation nor allowing retention of the accommodation already allotted to the officers and staff, after they get absorbed in TRAI. Arrangement for providing accommodation to the employees of TRAI has also been made by signing MoU with MTNL/BSNL whereby MTNL/BSNL shall earmark an accommodation pool of residential quarters on lease basis to TRAI for renting them to its employees.

**(d) FUNDING**

4.22 TRAI is a regulatory body set up by an Act of Parliament. It is wholly funded by the Government of India. According to Section 21 of the TRAI Act, 1997, the Central Government may, after due appropriation made by Parliament by law in this behalf, make to the Authority grants of such sums of money as are required to pay salaries and allowances to the Chairperson, the Members, the Officers and other employees of the Authority. Section 22(1) (a) & (b) of the Act states that there shall be constituted a fund to be called the Telecom Regulatory Authority of India general fund and all grants, fees and charges received by the Authority under this act; and all sums received by the Authority from such other sources as may be decided by the Central Government, shall be credited to this fund. The total expenditure incurred by TRAI in the year 2019-20 was ₹ 91.89 crore. The major heads of expenditure during the period were 'salaries', 'rent', 'professional fee' etc.

4.23 If a minor portion of the licence fees being recovered from the regulatees is allowed to be utilized to meet TRAI's operational expenses, in the form of administrative charges, the need for governmental support in the form of grant-in-aid would totally cease. Such an arrangement would give TRAI the necessary flexibility and independence to perform effectively as an independent regulator. Regulators like IRDA, SEBI and RBI enjoy the freedom to recruit new talent at different levels from non-governmental sources also and determine their service conditions. There is an urgent need to emulate such healthy practices to enable TRAI to have the necessary skills to deal with the complex issues that arise in the telecom sector globally.

**(e) TRAI REGIONAL OFFICES**

4.24 Authority had approved 11 (eleven) Regional Offices of TRAI at various locations across the country in the year 2012. The Authority reviewed the working of the Regional Offices and approved the closure of 5 Regional Offices located at Chandigarh, Patna, Mumbai, Guwahati and Lucknow and continuation of 6 Regional Offices located at Hyderabad, Kolkata, Bengaluru, Bhopal, Jaipur and Delhi during 2014-15 with revised jurisdictions. These Regional Offices of TRAI are operating on Pilot Project basis under Plan Fund as part of the Capacity Building Project of TRAI. TRAI has decided to continue the 06 Regional Offices up to 31<sup>st</sup> March, 2022 as a part of capacity building Project. The locations of Regional Office with revised License – Service Areas covered (during 2019-20) are as follows: -

Sl. No.	Location of the 6 TRAI Regional Offices	License Service Areas covered by each Regional Offices
1	Kolkata	West Bengal, Kolkata, North East, Assam, Bihar
2	Bengaluru	Karnataka, Kerala, Maharashtra, Mumbai
3	Hyderabad	Andhra Pradesh, Tamilnadu including Chennai, Orissa
4	Bhopal	Madhya Pradesh, UP (East), UP(West)
5	Jaipur	Rajasthan, Gujarat, Haryana, Punjab,
6	Delhi	Delhi, Himachal Pradesh, Jammu& Kashmir

**Staff strength of TRAI Regional Offices (as on 31<sup>st</sup> March, 2020)**

4.25. As on 31<sup>st</sup> March, 2020, the Staff strength of the TRAI (Regional Offices) was as under:

SL. NO.	POSTS	SANCTIONED	WORKING
1.	Advisors	06	05
2.	Jt. Advisor /Dy. Advisor	12	10
3.	Sr. Research Officer	12	8
4.	Technical Officer*	00	01
5.	Assistant	06	3
	<b>TOTAL</b>	<b>36</b>	<b>27</b>

\* With effect from 22<sup>nd</sup> March, 2019 on humanitarian ground and based on the requirement of TRAI Regional Office, Kolkata.

**4.26 Details of Advisor level officers in TRAI Regional Offices (as on 31<sup>st</sup> March, 2020)**

<b>Sl No.</b>	<b>Location of Regional Office</b>	<b>Name of the Officer (S/Shri/Smt.)</b>	<b>Post</b>	<b>Photograph</b>
1.	Kolkata	Souvick Kumar Das	Advisor	
2.	Hyderabad	A. Munisekhar	Advisor	
3.	Bhopal	Vinod Gupta	Advisor	
4.	Bengaluru	Shreenivas S. Galgali	Advisor	
5.	Jaipur	Bhavana Sharma	Advisor	
6.	Delhi	Vacant	--	

- 4.27 A. The role and functions of the above Regional Offices (RO) are:
- (i) Ensuring compliance of Tariff related Guidelines & effective monitoring of Retail Tariff of Telecommunications, Broadcasting & Cable Services;
  - (ii) Proper coordination with Service Providers with regard to Regulatory and marketing aspects;
  - (iii) Monitoring of Quality of Service and handling of consumer grievance;
  - (iv) Organizing Open House Discussions (OHD) / Consumer Advocacy Groups (CAG) meetings of TRAI;
  - (v) Coordination & monitoring of Audit and Survey by Independent Agencies appointed by TRAI;
  - (vi) Development of CAG up to District / Block level and close interaction with CAGs;
  - (vii) Organizing Consumer Education Workshops;
  - (viii) Close interaction with TERM Cell of DoT;
  - (ix) Monitoring of implementation of Mobile Number Portability (MNP) Regulations and Unsolicited Commercial Communications (UCC) Regulations;
  - (x) Monitoring of registration of MSOs/LCOs on the portal and validity of registration of LCOs;
  - (xi) Perform such other functions including such administrative and financial functions as may be entrusted to it by the Headquarters of TRAI or as may be necessary to carry out the provisions of TRAI Act;
  - (xii) Monitoring of information of MSOs and LCOs on Service Provider Portal (SPP). ROs will interact with MSOs to ensure that entry on Portal is done by all MSOs and their LCOs;
  - (xiii) Analysis and up-keeping of Agreement between MSO and LCO (MIA/ SIA);
  - (xiv) Monitoring and Implementation of QoS Regulation for MSOs;
  - (xv) Logging of Consumer Complaints against DTH Operators and major MSOs received at Regional Offices in BCCMS portal;
  - (xvi) Uploading consumer complaints received by them in TCCMS portal and coordinating with the Service Provider for the proper conduct of consumer education programs; and
  - (xvii) Analysis of DCR matrix for each quarter and follow up with TSPs to improve upon the Quality of Services.

**(f) RIGHT TO INFORMATION ACT**

4.28 During the year 2019-20, 1590 applications were received seeking various information under the RTI Act 2005. All these applications were promptly dealt with and replies have been sent within the stipulated time period.

**(g) IS/ISO 9001:2015 CERTIFICATION TO TRAI**

4.29 Telecom Regulatory Authority of India (TRAI) was awarded ISO 9001:2000 certificate in December, 2004 by the Bureau of Indian Standards (BIS). The certificate has been renewed in the year 2007, 2010, 2013, 2016. BIS while renewing in 2016 insisted for latest certification series of IS/ISO 9001:2015. Accordingly, TRAI obtained IS/ISO 9001:2015 certification in August, 2018. Thereafter, the Bureau of Indian Standards (BIS) carried out its Surveillance audit of the Quality Management System (QMS) of TRAI on 28<sup>th</sup> & 29<sup>th</sup> November, 2019.

## **(h) IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY**

- 4.30 An Official Language Section under the supervision of Secretary, TRAI is functioning in Telecom Regulatory Authority of India to implement the provisions of Official Language Act, 1963, Official Languages Rules, 1976 and other administrative instructions issued on the subject from time to time by the Department of Official Language (Ministry of Home Affairs). TRAI makes every effort to ensure the compliance of the Official Language Policy of the Union Government in TRAI. Besides, it also caters to the translation needs of various Divisions as and when regulations, press communiqués, tender notices, gazette notifications and other documents are issued in bilingual form.
- 4.31 The implementation of the Official Language Policy of the Union Government by all the Divisions and Sections of TRAI is monitored by the Official Language Implementation Committee (OLIC) constituted under the Chairmanship of Advisor (Administration). Meetings of the OLIC are held regularly in every quarter. In these meetings, special emphasis is given on increasing the progressive use of Hindi in official work. Besides, a review of the current status of implementation of Official Language policy in TRAI is also done and future action-plan in this regard is drawn. Valuable suggestions of the members of the Committee are invited to gear up the work relating to Official Language. During the period of the report, 3 meetings of OLIC were held on 26<sup>th</sup> June, 2019, 30<sup>th</sup> September, 2019 and 31<sup>st</sup> December, 2019.
- 4.32 In compliance with the directives received from Department of Official Language (Ministry of Home Affairs) and Department of Telecommunications, "Hindi Pakhwara" was organized in TRAI from 1<sup>st</sup> September, 2019 to 15<sup>th</sup> September, 2019 during which various Hindi competitions viz. Hindi Kahani-lekhan/Katha Vistar, Hindi Shrut-lekhan & Sulekh, Hindi Noting & Drafting, Hindi Nibandh Lekhan, Hindi Paribhashik Shabdawali, Hindi Kavita Path Pratiyogita etc. were organized. A number of officers up to the rank of Senior Research Officer and staff took part in the competition with great zeal and enthusiasm. On the occasion of Hindi Divas, a message from Chairperson, TRAI for ensuring the compliance of Official Language rules/regulations was circulated among the officers/staff.
- 4.33 In order to increase the progressive use of Hindi in day-to-day official work, an annual incentive scheme viz. Varshik Protsahan Yojna has been introduced in TRAI for officers/officials for the last nine years. Under this scheme, 10 cash prizes are given every year to the officers/officials for doing official work in Hindi during the period of the scheme. This scheme has proved to be very popular among the staff and it has encouraged the staff to do most of their official work in Hindi throughout the year.
- 4.34 With a view to facilitating officers/officials to do noting and drafting in Hindi and also to apprise them of the Official Language Policy of the Union Government, regular Hindi workshops are organized in TRAI. During these workshops dictionaries, administrative glossaries, help/reference books etc. are distributed to the participants, which render them useful help while doing their official work in Hindi. During the period under report, three Hindi workshops were organized in TRAI on 28<sup>th</sup> June, 2019, 12<sup>th</sup> September, 2019 & 9<sup>th</sup> January, 2020.

## **(i) IMPLEMENTATION OF RESERVATION PRESCRIBED FOR RESERVED CATEGORIES**

- 4.35 No appointment on direct recruitment basis has been made in TRAI during the year. TRAI has been adhering to the provisions of reservation prescribed for SCs, STs, OBCs, PWDs and other

eligible categories while making promotions. Besides, for the matters relating to the representation of the respective category, a Liaison Officer of the rank of Director has been appointed. All files relating to promotions in TRAI are routed through him.

## B) AUDITED ACCOUNTS OF TRAI FOR THE YEAR 2019-20

### *S*eparate Audit Report of the Comptroller & Auditor General of India on the Annual Accounts of Telecom Regulatory Authority of India for the year ended 31<sup>st</sup> March, 2020

1. We have audited the attached Balance Sheet of the Telecom Regulatory Authority of India as on 31<sup>st</sup> March, 2020 and the Income and Expenditure Account/Receipts and Payments Account for the year ended on that date under Section 19(2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 23(2) of the Telecom Regulatory Authority of India Act, 1997 (as amended in January, 2000). These financial statements are the responsibility of the Telecom Regulatory Authority of India's management. Our responsibility is to express an opinion on these financial statements based on our audit.
2. This Separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards and disclosure norms, etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiency-cum performance aspects, etc, if any, are reported through Inspection Reports/CAG's Audit Reports separately.
3. We have conducted our audit in accordance with the auditing standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatements. An audit includes examining, on a test basis, evidences supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of financial statements. We believe that our audit provides a reasonable basis for our opinion.
4. Based on our audit, we report that:
  - i. We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of audit;
  - ii. The Balance Sheet and the Income and Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform format of Accounts' approved by the Controller General of Accounts under Section 23 (1) of the Telecom Regulatory Authority of India Act, 1997 (as amended in January, 2000)
  - iii. In our opinion, proper books of accounts and other relevant records have been maintained by the Telecom Regulatory Authority of India as required under Section 23(1) of the Telecom Regulatory Authority of India Act, 1997 (as amended in January 2000) in so far as it appear from our examination of such books.
  - iv. Our observations on the annual accounts of TRAI are given in subsequent paragraphs.

## 1. GRANTS IN AID

Out of the grants in aid of ₹ 118.45 crore (including unspent balance of ₹ 28.45 crore of the earlier year) received during the year, TRAI utilized a sum of ₹ 97.61 crore, leaving a balance of ₹ 20.84 crore, as unutilized grant as on 31<sup>st</sup> March, 2020.

- i. Subject to our observations in the preceding paragraphs, we report that the Balance Sheet and the Income and Expenditure Account/Receipts and Payments Account dealt with by this Report are in agreement with the books of accounts.
- ii. In our opinion and to the best of our information and according to the explanations given to us, the said financial statements read together with the Accounting Policies and Notes on Accounts, and subject to the significant matters stated above and other matters mentioned in Annexure-I to this Audit Report give a true and fair view in conformity with the accounting principles accepted in India:
  - a. In so far as it relates to the Balance Sheet, of the state of affairs of the Telecom Regulatory Authority of India as on 31<sup>st</sup> March, 2020; and
  - b. In so far as it relates to the Income and Expenditure Account of the Deficit for the year ended on that date.

-Sd/-  
(Manish Kumar)  
Principal Director of Audit  
(Finance & Communication)

**Annexure-I to Separate Audit Report on the accounts of Telecom Regulatory Authority of India for the year ended 31<sup>st</sup> March, 2020.**

As per the information and explanations given to us, the books and records examined by us in normal course of audit and to the best of our knowledge and belief, we further report that:

**1. Adequacy of Internal Audit System.**

The Internal Audit of TRAI was conducted upto March, 2020 and got approved by the Secretary. TRAI. The Internal Audit System of the organization is adequate and commensurate with its size and nature of its function.

**2. Adequacy of Internal Control System.**

The Internal Control System of the organization is adequate and commensurate with its size and the nature of its functions.

**3. System of Physical Verification of Fixed Assets.**

The registers of Fixed Assets are maintained manually as well as computerized form, Physical verification of Assets/stores is being conducted annually.

In our opinion, the System of Physical verification of fixed assets of the organisation is adequate and commensurate with its size and the nature if its functions.

**4. System of Physical Verification of Inventory.**

Inventory of store items like stationery and consumable items are kept in stock register and physical verification is done at the year end.

In our opinion, the system for physical verification of inventory is adequate and commensurate with its size and the nature of its functions.

**5. Regularity in payment of Statutory Dues.**

There was no disputed amount payable in respect of any other statutory dues including Contributory Provident Fund.

-Sd/-  
(Manish Kumar)  
Principal Director of Audit  
(Finance & Communication)

## Brief note on the Internal Control System in Telecom Regulatory Authority of India for the year 2019-20.

An evaluation of the Internal Control System existing in Telecom Regulatory Authority of India (TRAI) was done during the course of Certification of the Annual Accounts of TRAI for the year 2019-20 and the report on the same is furnished below:

### 1. Organizational Setup.

The Authority is consisting of one Chairperson, two full-time Members and two part-time Members, who are assisted by the Secretary in discharging their functions. The secretariat of TRAI is headed by the Secretary and works through six functional divisions viz Network, Spectrum and Licensing, Consumer Affairs & Quality of Service(CA & QoS), Financial and Economic Analysis (F&EA), Administration and Personnel (A&P), Legal, Broadcasting and Cable Services (B&CS) and Technology Division (TD). Each of this division is headed by a Principal Advisor/Advisors and they report to the Secretary. Each Principal Advisor/Advisors is assisted by Deputy Advisors or Joint Advisors who in turn are assisted by the respective Senior Research Officers.

### 2. Policies and Procedures.

The policies and procedures for appointment of staff/ officers, fixation of pay, extension of terms of consultants, settlement of personal claims, TA claims, Training and Study tours of officers and staff and regulations on various matters are framed according to provisions contained in the TRAI Act.

### 3. Scope and Independence of Internal Audit.

TRAI has its own Internal Audit Division headed by Senior Research Officer(SRO) directly reporting to the secretary TRAI. The Reports of Internal Audit are submitted to the Secretary for approval and are thereafter forwarded to the respective divisions for necessary corrective measures. The actions taken by the divisions are monitored continuously and regularly. Internal Audit Report for the year 2019-20 was approved by the Secretary TRAI.

### 4. Receipts and Disbursement of Cash.

The work relating to receipt and disbursement of cash is done by the cashier under the supervision of the Senior Research Officer(Finance). The Cash Book remains under the custody of the Cashier and the physical verification of cash is being regularly done. The maximum limit of cash balance, as prescribed by the Authority, is being maintained.

### 5. Maintenance of Funds (Plan/Non-Plan).

Till the Financial year 2016-17, TRAI was maintaining two types of funds i.e. Plan Fund and Non-Plan Fund. The expenditure pertaining to each fund was met from the respective funds and the books of accounts were also maintained separately. But TRAI was informed by the DoT vide Ir. No.1-15/2016-B dated 27<sup>th</sup> April, 2017 the Ministry of Finance changed the policy for project/allotment of funds from Plan and Non-Plan Funds under Revenue/Capital from BE 2017-18. Therefore, now, allocation/projection of funds under Revenue and capital sections instead of Plan and Non-Plan was required to be made. No Capital Grant has been received by TRAI in the Financial Year 2018-19.

## 6. TRAI General Fund.

TRAI General Fund is maintained by department of Telecommunications(DoT), Grants from the Government of India to TRAI are credited to this fund separately. Expenditure of TRAI is met out of the release of grants by DoT and utilization certificates in respect of grants released are furnished by TRAI to DoT. Confirmation of balance in the fund and reconciliation with DoT for the year 2019-20 has not been done.

## 7. Fixed Assets.

The Register of Fixed Assets is being maintained manually as well as in computerized form. Physical verification of Assets/Stores is being conducted annually.

## 8. Receipts and Receivable/disbursement of cash.

All sanctions of the Competent Authority, which are forwarded to the Finance Division for payment are checked with existing Rules/orders, approval of the competent Authority, available of funds under the allocation of Head of Accounts, etc and final orders for payment are issued accordingly. Orders of authority which is not in consonance with Govt's decisions/orders are rectified by the Finance.

## 9. Pay Rolls/Loans and Advances to Individuals.

The salary/loans and advances of the TRAI Employees are being prepared and paid as per the provisions contained in the orders issued by the Govt of India from time to time.

## 10. Bank Balance/Bank Reconciliation.

Cheques are issued on the basis of sanctions received from the respective Divisions. TRAI is maintaining a Cheque Issue Register in which the details of cheques issued and received are entered. Bank Reconciliation Statements are prepared on a monthly basis. Funds received through Govt grants are kept in Current Accounts in the Bank.

## 11. Register of HBA/MCA/Computer/ Scooter advances.

HBA/MCA/Computer/ Scooter advances are being paid to its employees by TRAI. While making payments of these advances to its employees, TRAI has been considering the debit balances of the parent/previous offices of the employees who took absorption.

-Sd/-  
(Manish Kumar)  
Principal Director of Audit  
(Finance & Communication)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
TELECOM REGULATORY AUTHORITY OF INDIA  
BALANCE SHEET AS ON 31-03-2020**

		<b>REVENUE</b>	
		<b>2019-20</b>	<b>2018-19</b>
	1	(3,92,85,802)	(2,06,06,907)
CORPUS/CAPITAL FUND			
RESERVES AND SURPLUS	2		
EARMARKED/ENDOWMENT FUNDS	3		
SECURED LOANS AND BORROWINGS	4		
UNSECURED LOANS AND BORROWINGS	5		
DEFERRED CREDIT LIABILITIES	6		
CURRENT LIABILITIES AND PROVISIONS	7	43,04,71,351	48,00,08,912
<b>TOTAL</b>		<b>39,11,85,549</b>	<b>45,94,02,005</b>
<b>ASSETS</b>			
FIXED ASSETS	8		9,35,01,810
INVESTMENTS-FROM EARMARKED/ENDOWMENT FUNDS	9	9,02,63,679	
INVESTMENTS-OTHERS	10		
CURRENT ASSETS, LOANS, ADVANCES ETC	11	30,09,21,870	36,59,00,195
MISCELLANEOUS EXPENDITURE			
(to the extent not written off or adjusted)			
<b>TOTAL</b>		<b>39,11,85,549</b>	<b>45,94,02,005</b>
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS	25		

-Sd/-  
Pr. Advisor (F&EA)

-Sd/-  
Secretary

-Sd/-  
Member

-Sd/-  
Chairperson

**FORM OF FINANCIAL STATEMENTS(NON-PROFIT ORGANISATIONS)  
TELECOM REGULATORY AUTHORITY OF INDIA  
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31-03-2020**

Income	Schedule	REVENUE	
		Current Year 2019-20	Previous Year 2018-19
Income from Sales/Services	12		
Grants/Subsidies	13	90,00,00,000	110,25,80,000
Fee/Subscriptions	14		
Income from Investments (Income on Invest from earmarked /endow. Funds transferred to Funds	15		
Income for Royalty, Publication etc.	16		
Interest Earned	17		8,512
Other Income	18	2,84,667	4,27,317
Increase(decrease) in stock of Finished goods and works-in-progress	19		
<b>TOTAL(A)</b>		<b>90,02,84,667</b>	<b>110,30,15,829</b>
EXPENDITURE			
Establishment Expenses	20	46,06,09,333	43,63,99,254
Other Administrative Expenses etc	21	44,36,29,717	59,19,93,097
Expenditure on Grants, Subsidies etc	22		
Interest	23		
Depreciation (Net Total at the year end-corresponding to Schedule 8)		1,47,24,511	1,32,31,628
<b>TOTAL (B)</b>		<b>91,89,63,561</b>	<b>104,16,23,979</b>
Balance being excess of Income over Expenditure (A-B)			
Transfer to Special Reserve (Specify each)			
Transfer to / from General Reserve			
<b>BALANCE BEING SURPLUS/(DEFICIT) CARRIED TO CORPUS/CAPITAL FUND</b>	24	<b>-1,86,78,894</b>	<b>6,13,91,850</b>
<b>SIGNIFICANT ACCOUNTING POLICIES</b>	25		
<b>CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS</b>			

-Sd/-  
Pr. Advisor (F&EA)

-Sd/-  
Secretary

-Sd/-  
Member

-Sd/-  
Chairperson

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
TELECOM REGULATORY AUTHORITY OF INDIA  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31-03-2020**

**SCHEDULE I - CORPUS/CAPITAL FUND**

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
Balance as at the beginning of the year	(2,06,06,908)	-8,19,98,757
Add:/Less Contributions towards Corpus/Capital Fund		
Add/(Deduct): Balance of net income/(expenditure) transferred from the Income and Expenditure Account	-1,86,78,894	6,13,91,850
<b>BALANCE SHEET AS AT THE YEAR-END</b>	<b>(3,92,85,802.09)</b>	<b>(2,06,06,907)</b>

**SCHEDULE 2 - RESERVES AND SURPLUS**

	NON-PLAN	
	Current Year 2019-20	Previous Year 2018-19
1. Capital Reserve:	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
2. Revaluation Reserve:	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
3. Special Reserve:	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
4. General Reserve:	-	-
As per last Account	-	-
Addition during the year	-	-
Less: Deductions during the year	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>

-Sd/-  
Consultant (F&EA)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
TELECOM REGULATORY AUTHORITY OF INDIA  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31-03-2020  
SCHEDULE 3 - EARMARKED/ENDOWMENT FUNDS**

	TOTAL	
	Fund WW Fund XX Fund YY Fund ZZ	Previous Year 2018-19
	Current Year 2019-20	REVENUE
<b>a) Opening balance of the funds</b>		
<b>b) Additions of the funds:</b>		
i. Donations/grants SWACH BHARAT ABHIYAN		25,80,000.00
ii. Income from investments made on account of funds		
iii. Other additions (Misc income, receipt of advances)		
<b>TOTAL (a+b)</b>		
<b>c) Utilisation /expenditure towards objectives of funds</b>		
<b>i. Capital Expenditure</b>		
- Fixed Assets		
- Others	NIL	NIL
Total		
<b>ii. Revenue Expenditure</b>		
- Salaries, Wages and Allowances etc		
- Rent		
- Other Administrative Expenses	-	
Total		
<b>TOTAL (c)</b>		
<b>NET BALANCE AS AT THE YEAR-END (a+b+c)</b>	<b>25,80,000</b>	<b>25,80,000.00</b>

**Notes**

- 1) Disclosures shall be made under relevant head based on conditions attaching to the grants
- 2) The balance is lying in current Account of TRAI general fund shown in Bank balances at Schedule 11 of Current Assets loans and advances.

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## SCHEDULE 4 - SECURED LOANS AND BORROWINGS

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. Central Government	-	-
2. State Government (Specify)	-	-
3. Financial Institutions	-	-
4. Banks	-	-
a) Term Loans	-	-
- Interest accrued and due	-	-
b) Other-Loans (Specify)	-	-
- Interest accrued and due	-	-
5. Other Institutions and Agencies	-	-
6. Debentures and Bonds	-	-
7. Others (Specify)	-	-
<b>TOTAL</b>	-	-

**Note** : Amount due within one year

## SCHEDULE 5 - UNSECURED LOANS AND BORROWINGS

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. Central Government	-	-
2. State Government (Specify)	-	-
3. Financial Institutions	-	-
4. Banks	-	-
a) Term Loans	-	-
- Interest accrued and due	-	-
b) Other-Loans (Specify)	-	-
- Interest accrued and due	-	-
5. Other Institutions and Agencies	-	-
6. Debentures and Bonds	-	-
7. Others (Specify)	-	-
<b>TOTAL</b>	-	-

**Note** : Amount due within one year

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## SCHEDULE 6 - DEFERRED CREDIT LIABILITIES

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
a) Acceptances secured by hypothecation of capital equipment and other assets	-	-
b) Others	-	-
<b>TOTAL</b>	-	-

**Note: Amounts due within one year**

## SCHEDULE 7 - CURRENT LIABILITIES AND PROVISIONS

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
<b>A. CURRENT LIABILITIES</b>		
1) Acceptances	-	-
2) Sundry Creditors	-	-
a) For Goods	-	-
b) Others	-	-
3) Advances Received	-	-
4) Interest accrued but not due on:	-	-
a) Secured loans/borrowings	-	-
b) Unsecured Loans/borrowings	-	-
5) Statutory Liabilities	-	-
a) Overdue	-	-
b) Others	-	-
6) Other current Liabilities	-	-
1) For TRAI General Fund (EMD)	79,92,575	36,62,069
2) For Telemarketers Registration Fees	1,78,302	53,15,405
3) For Customer Education Fees	5,46,363	10,85,281
4) Penalty from Telemarketers	7,93,30,015	6,33,07,463
<b>TOTAL (A)</b>	<b>8,80,47,255</b>	<b>7,33,70,218</b>
<b>B. PROVISIONS</b>		
1. For Taxation		
2. Gratuity	8,60,42,258	7,13,96,035
3. Superannuation/Pension		
4. Accumulated Leave Encashment	9,27,13,358	7,79,51,232
5. Trade Warranties/Claims		
6. Other(Specify)		
Provisions for expenses	16,36,68,480	25,72,91,427
<b>TOTAL (B)</b>	<b>34,24,24,096</b>	<b>40,66,38,694</b>
<b>TOTAL (A+B)</b>	<b>43,04,71,351</b>	<b>48,00,08,912</b>

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### SCHEDULE 8 - FIXED ASSETS

(Amount in ₹)

DESCRIPTION	GROSS BLOCK			DEPRECIATION			NET BLOCK			
	Cost/ valuation as at beginning of the year	Additions during the year	Deductions during the year	Cost/valuation at the year-ended	As at the beginning of the year	Additions during the year	Deductions during the year	Total up to the year-end	As at the current year-end	As at the previous year-end
<b>A. FIXED ASSETS:</b>										
<b>1. LAND</b>										
a) Freehold	-	-	-	-	-	-	-	-	-	-
b) Leasehold	-	-	-	-	-	-	-	-	-	-
<b>2. BUILDINGS</b>										
a) On Freehold Land	-	-	-	-	-	-	-	-	-	-
b) On Leasehold Land	-	-	-	-	-	-	-	-	-	-
c) Ownership Flats/Premises	-	-	-	-	-	-	-	-	-	-
d) Superstructures on land not belonging to the entity	-	-	-	-	-	-	-	-	-	-
<b>3. PLANT MACHINERY &amp; EQUIPMENTS</b>										
4. VEHICLES	85,24,483	-	11,54,458	73,70,025	49,66,329	6,61,580	10,42,187	45,85,722	27,84,303	35,58,154
5. FURNITURE, FIXTURES	2,79,84,429	2,32,541	-	2,82,16,970	2,19,05,325	11,32,646	-	2,30,37,971	51,78,999	60,79,104
6. OFFICE EQUIPMENT	3,82,61,641	23,12,314	-	4,05,73,955	2,86,53,706	44,89,410	-	3,31,43,116	74,30,839	96,07,935
7. COMPUTER/PERIPHERALS	11,35,80,244	64,79,499	-	12,00,59,743	6,03,00,691	56,53,737	-	6,59,54,428	5,41,05,315	5,32,79,553
8. ELECTRIC INSTALLATIONS	91,61,530	25,74,297	-	1,17,35,827	81,61,205	5,46,653	-	87,07,858	30,27,969	10,00,325
9. LIBRARY BOOKS	44,34,192	-	-	44,34,192	43,38,897	31,435	-	43,70,332	63,860	95,295
11.AUDITORIUM	2,20,90,493	-	-	2,20,90,493	22,09,049	22,09,050	-	44,18,099	1,76,72,394	1,98,81,444
<b>TOTAL OF CURRENT YEAR</b>	<b>22,40,37,012</b>	<b>1,15,98,651</b>	<b>11,54,458</b>	<b>23,44,81,205</b>	<b>13,05,35,202</b>	<b>1,47,24,511</b>	<b>10,42,187</b>	<b>14,42,17,526</b>	<b>9,02,63,679</b>	<b>9,35,01,810</b>
<b>PREVIOUS YEAR</b>	<b>21,41,94,349</b>	<b>1,08,40,818</b>	<b>9,98,155</b>	<b>22,40,37,012</b>	<b>11,82,09,095</b>	<b>1,32,31,628</b>	<b>9,05,521</b>	<b>13,05,35,202</b>	<b>9,35,01,810</b>	<b>9,60,03,048</b>
<b>B.CAPITAL WORK-IN-PROGRESS</b>										
<b>TOTAL</b>										

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## SCHEDULE 9 - INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. In Government Securities	-	-
2. Other approved Securities	-	-
3. Shares	-	-
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint Ventures	-	-
6. Others ( to be specified)	-	-
<b>TOTAL</b>	-	-

## SCHEDULE 10 - INVESTMENTS OTHERS

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. In Government Securities	-	-
2. Other approved Securities	-	-
3. Shares	-	-
4. Debentures and Bonds	-	-
5. Subsidiaries and Joint Ventures	-	-
6. Others (Bank FDRs)	-	-
<b>TOTAL</b>	-	-

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Consultant (F&EA)

## SCHEDULE 11 - CURRENT ASSETS, LOANS, ADVANCES ETC

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
<b>A. CURRENT ASSETS:</b>		
<b>1. Inventories</b>		
a) Stores and Spares	-	-
b) Loose tools	-	-
c) Stock-in-trade	-	-
Finished Goods	-	-
Work in progress	-	-
Raw Material	-	-
<b>2. Sundry Debtors:</b>		
a) Debts Outstanding for a period exceeding six months	-	-
b) Others	-	-
3. Cash balances in hand ( including cheques/drafts and imprest)	66,822	51,388
<b>4. Bank Balances:</b>		
a) With Scheduled Banks		-
- On Current Accounts TRAI General fund	20,84,12,360	28,45,83,956
- On Current Accounts Registration Fees	1,78,302	53,15,405
- Penalty from Telemarketers	5,46,363	10,85,281
- On Savings Account Customer Education Fees		
- On Savings Account Financial Disincentive	7,93,30,015	6,33,07,463
a) With non-Scheduled Banks		
- On Current Accounts	-	-
- On Deposit Accounts	-	-
- On Savings	-	-
5. Post Office-Savings Accounts	-	-
<b>TOTAL (A)</b>	<b>28,85,33,862</b>	<b>35,43,43,493</b>

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## SCHEDULE 11 - CURRENT ASSETS, LOANS, ADVANCES ETC

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
1. Loans		
a) Staff		
b) Other Entities engaged in activities/objectives similar to that of Entity		
c) Others (TA, LTC and Festival Advances to Officers & Staff)	30,93,074	10,60,533
2. Advance and other amounts recoverable in cash or in kind or for value to be received:		
a) On Capital Account		
b) Prepayments	84,63,189	96,08,849
c) Others		
3. Income Accrued		
a) On Investments from Earmarked/Endowment Funds		
b) On Investments-Others		
c) On Loans and Advances	8,31,745	8,87,320
d) Others (includes income due unrealised Rs.)		
5. Claims Receivable		
<b>TOTAL (B)</b>	1,23,88,008	1,15,56,702
<b>TOTAL (A+B)</b>	<b>30,09,21,870</b>	<b>36,59,00,195</b>

-Sd/-  
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## SCHEDULE 12 - INCOME FROM SALES/SERVICES

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
<b>1. Income from Sales</b>	-	-
a) Sale of Finished Goods	-	-
b) Sale of Raw material	-	-
c) Sale of Scraps	-	-
<b>2. Income from Services</b>	-	-
a) Labour and Processing Charges	-	-
b) Professional/Consultancy Services	-	-
c) Agency Commission and Brokerage	-	-
d) Maintenance Services (Equipment/Property)	-	-
e) Others(Specify)	-	-
<b>TOTAL</b>	-	-

## SCHEDULE 13 - GRANTS/SUBSIDIES

(Irrevocable Grants & Subsidies Received)	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1) Central Government	90,00,00,000	110,00,00,000
2) State Government(s)		
3) Government Agencies		
4) Institutions/Welfare Bodies		
5) International Organisations		
6) Other (Swachh Bharat)		25,80,000
<b>TOTAL</b>	<b>90,00,00,000</b>	<b>110,25,80,000</b>

## SCHEDULE 14 - FEES/SUBSCRIPTIONS

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. Entrance Fees	-	-
2. Annual Fees/Subscriptions	-	-
3. Seminar/Program Fees	-	-
4. Consultancy Fees	-	-
5. Others(specify)	-	-
<b>TOTAL</b>		

**Note: Accounting Policies towards each item are to be disclosed**

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## SCHEDULE 15 - INCOME FROM INVESTMENTS

(Amount in ₹)

(Income on Investment from Earmarked/ Endowment Funds Transferred to Funds)	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1) Interest	-	-
a) On Govt Securities	-	-
b) Other Bonds/Debentures	-	-
2) Dividends	-	-
a) On Shares	-	-
b) On Mutual Fund Securities	-	-
3) Rents	-	-
4) Others (Specify)	-	-
<b>TOTAL</b>	-	-

**TRANSFERRED TO EARMARKED/ENDOWMENT FUNDS**

## SCHEDULE 16 - INCOME FROM ROYALTY, PUBLICATION ETC

(Amount in ₹)

(Income on Investment from Earmarked/ Endowment Funds Transferred to Funds)	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. Income from Royalty	-	-
2. Income from Publications	-	-
3. Others(specify)	-	-
<b>TOTAL</b>	-	-

## SCHEDULE 17 -INTEREST EARNED

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1) On Term Deposits	-	-
a) With Scheduled Banks	-	-
b) With Non-Scheduled Banks	-	-
c) With Institutions	-	-
d) Others	-	-
2) On Savings Account	-	-
a) With Scheduled Banks	-	-
b) With Non-Scheduled Banks	-	-
c) With Institutions	-	-
d) Others	-	-
3) On Loans	-	-
a) Employees/Staff	-	8,512
b) Others	-	-
4) Interest on Debtors and Other Receivables	-	-
<b>TOTAL</b>	-	8,512

Note-Tax deducted at source to be indicated

-Sd/-  
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## SCHEDULE 18 - OTHER INCOME

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
1. Profit on Sale/disposal of Assets		-
a) Owned assets	2,68,354.00	2,24,980.00
b) Assets acquired out of grants,or received free of cost		-
2. Export Incentives realized		-
3. Fees for Miscellaneous Services	6,169.00	-
4. Miscellaneous Income	10,144.00	2,02,337.00
5 Registration Fees from Telemarketers		-
6 Customer Education Fees from Telemarketers		-
7 Penalty from Telemarketers		-
8 Financial Disincentive		-
<b>TOTAL</b>	<b>2,84,667.00</b>	<b>4,27,317.00</b>

## SCHEDULE 19 - INCREASE/(DECREASE) IN STOCK OF FINISHED GOODS & WORK IN PROGRESS

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
a) Closing stock	-	-
- Finished Goods	-	-
- Work-in-progress	-	-
b) Less Opening Stock	-	-
- Finished Goods	-	-
- Work-in-progress	-	-
<b>NET INCREASE/(DECREASE) [a-b]</b>	<b>-</b>	<b>-</b>

## SCHEDULE 20- ESTABLISHMENT EXPENSES

	NON-PLAN	
	Current Year 2019-20	Previous Year 2018-19
a) Salaries and Wages	36,25,10,401	33,96,42,255
b) Allowances and Bonus	4,63,478	4,81,919
c) Contribution to Provident Fund	1,64,26,839	1,37,31,576
d) Contribution to Other Fund(specify)		-
e) Staff Welfare Expenses	7,39,635	15,80,879
f) Expenses on Employees Retirement and Terminal Benefits	6,92,19,643	6,19,56,648
g) Others (LTC, Medical to Officers & Staff and OTA to Staff)	1,12,49,337	1,90,05,977
<b>TOTAL</b>	<b>46,06,09,333</b>	<b>43,63,99,254</b>

-Sd/-  
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## SCHEDULE 21 - OTHER ADMINISTRATIVE EXPENSES ETC

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
a) Purchases		-
b) Labour and processing expenses		-
c) Cartage and Carriage Inwards		-
d) Electricity and power	29,33,360	20,49,865
e) Water charges		-
f) Insurance and bank charges	1,77,864	2,31,048
g) Repairs and maintenance	1,74,87,809	1,31,71,446
h) Excise Duty		-
i) Rent, Rates and Taxes	28,77,12,415	28,63,42,297
j) Vehicles Running and Maintenance	19,48,180	16,95,874
k) Postage, Telephone and Communication Charges	68,41,990	89,20,607
l) Printing and Stationery	42,26,092	52,13,209
m) Travelling and Conveyance Expenses	5,06,66,397	4,94,60,910
n) Expenses on Seminar/Workshops	62,77,076	28,70,784
o) Subscription Expenses	56,72,528	75,79,850
p) Prior period expenses	-5,68,38,592	1,21,28,163
q) Auditors Remuneration	1,90,000	2,40,240
r) Hospitality Expenses	11,67,139	16,04,908
s) Professional Charges	4,08,80,848	8,89,13,794
t) Consultation and training	3,65,33,080	8,27,85,453
u) Swach Bharat expenses		
v) loss on sale of assets		-
w) Freight and Forwarding Expenses		-
x) Software develop expenses		
y) Advertisement and Publicity	47,14,834	19,41,645
z) Others		-
(i) Others (Payment to Security, Housekeeping etc.)	3,30,38,697	2,68,43,004
<b>TOTAL</b>	<b>44,36,29,717</b>	<b>59,19,93,097</b>

-Sd/-  
Consultant (F&EA)

## SCHEDULE 22 - EXPENDITURE ON GRANTS, SUBSIDIES ETC

(Amount in ₹)

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
a) Grants given to Institutions/Organisations	-	-
b) Subsidies given to Institutions/Organisations	-	-

### TOTAL

Note: Name of Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed

## SCHEDULE 23 - INTEREST

	REVENUE	
	Current Year 2019-20	Previous Year 2018-19
a) On Fixed Loans	-	-
b) On Other Loans (including Bank Charges)	-	-
c) Others (specify)	-	-
<b>TOTAL</b>	-	-

-Sd/-  
Consultant (F&EA)



## SCHEDULE 24 - SIGNIFICANT ACCOUNTING POLICIES

### 1 Accounting Conventions:

- (a) The financial statements have been prepared in the "Uniform Form of Accounts" as approved by the Controller General of Accounts vide their letter No. F.No. 19(1)/Misc./2005/TA/450-490 dated 23<sup>rd</sup> July, 2007 for Revenue Head.
- (b) Accounts have been prepared on accrual basis for the current year i.e., 2019-20. There is no change in Method of Accounting from the preceding year.
- (c) Provisions for all the undisputed and known liabilities have been made in the Books of Accounts.
- (d) Figures have been rounded off to the nearest rupee.
- (e) Contingent liabilities are disclosed after careful evaluation of facts and legal aspects of the matter involved.

### 2 Fixed Assets

Fixed Assets are stated at cost of acquisition inclusive of inward freight, duties and taxes and incidental and direct expenses related to acquisition.

### 3 Depreciation:

- (a) Depreciation on Fixed Assets is provided on Straight Line Method at the rates specified in Part "C" of Schedule II of the Companies Act, 2013 except for the categories mentioned below on which higher rates of depreciation have been applied:

Category	Minimum prescribed depreciation rate as per Companies Act, 1956	Depreciation rate applied
Office Equipments	19.00%	19.00% *
Furnitures and Fixtures	9.50%	10.00%
Electrical Appliances	9.50%	10.00%
Airconditioners	9.50%	10.00%
Books and Publications	6.33%	20.00%

\* Office Equipments includes Mobile Handsets provided to the officers for official purposes. It has been decided by the Competent Authority vide Order No. 2-1/97-LAN dated 4<sup>th</sup> May, 2007 to provide/write off these handsets in three years on the same pattern as DoT. Accordingly depreciation on Mobile Handsets from the year 2007-08 onwards have been charged off @ 33.33%.

- (b) In respect of additions to Fixed Assets during the year, depreciation is considered on Pro-rata basis.
- (c) Assets costing ₹ 5,000/- or less, each are fully provided.

### 4 Foreign Currency Transactions:

Transactions denominated in foreign currencies are recorded at the exchange rate prevailing at the time of transaction.

-Sd/-  
Consultant (F&EA)

## 5 Retirement Benefits

- (a) Provision for Leave Salary and Pension Contribution up to 31<sup>st</sup> March, 2020 in the case of employees on depositions have been provided in the Books of Accounts at the rates prescribed by Government of India under Fundamental Rules from time to time.
- (b) In the case of Regular employees, Provision for Leave Encashment and Gratuity for the year 2019-20 have been made on the basis of report furnished by the actuary.

## 6 Govt. Grant :

- (a) Govt. grants are accounted for on the basis of grants received during the year from the Government.
- (b) The money received on account of Registration Fee, Customer Education Fee, Penalty on Telemarketers and Financial Disincentive has been accounted for on cash basis.

### SCHEDULE 25 - CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS

#### 1 Contingent Liabilities:

Claims against the Entity not acknowledged as debts Current Year (Nil) (Previous year Nil)

#### 2 Current Assets, Loans and Advances:

In the opinion of the Management, the current assets, loans and advances have a value on realization in the ordinary course of business, equal at least to the aggregate amount shown in the Balance Sheet.

#### 3 Taxation:

As per clause 32 of the TRAI Act, 1997, TRAI is exempt from tax on Wealth and Income.

#### 4 Grants

- 5 Prior Period Expenses amounting to ₹ (5,68,38,592/-) have been booked for various excess provisions of TCS and legal expenses etc. provided in previous years with the consultation of Govt Audit Party during the course of Audit for the year 2018-19.

#### 6 Transactions relating to the Telecom Commercial Communications Customer Preference Regulations, 2010

As per the provisions of "The Telecom Commercial Communications Customer Preference Regulations, 2010, TRAI had opened four accounts with Corporation Bank for deposition of Registration Fee, Customer Education Fee, Penalty from Telemarketers and Financial Disincentive Accounts. In the Financial year 2019-20, a sum of ₹ 1,78,302/-, ₹ 5,46,363/- and ₹ 7,93,30,015/- were received on account of Customer Registration fees, Penalty from telemarketers, Customer education fees and financial disincentive imposed by TRAI on various regulations respectively. The same has been shown in schedule 7 of current liabilities and will be remitted to DoT after completion of the Audit.

#### Consultant (F&EA)

**7 Previous year figures:**

Corresponding figures for the previous year have been regrouped/arranged wherever necessary. The expenditure/income relating to the previous year i.e prior period expenditure/income have been routed through capital fund.

**8 Transactions in Foreign Currencies**

Expenditure in Foreign Currency: NIL

(a) Travel: A sum of ₹ 45,08,734.00 was paid to officers towards TA/ DA expenditure for overseas travel.

A sum of ₹ 56,66,378.00 was paid for participation fees for foreign institutions

(b) Remittances and Interest payment to Financial Institution, Banks in Foreign Currency NIL

(c) Other Expenditure: NIL

9 Schedules 1 to 25 are annexed to and form an integral part of the Balance Sheet as at 31<sup>st</sup> March, 2020 and the Income and Expenditure Account for the year ended on that date.

-Sd/-  
Pr. Advisor (F&EA)

-Sd/-  
Secretary

-Sd/-  
Member

-Sd/-  
Chairperson

## C) AUDITED CONTRIBUTORY PROVIDENT FUND ACCOUNTS OF TRAI FOR THE YEAR 2019-20

*Separate Audit Report on the Annual Accounts of Telecom Regulatory Authority of India-Contributory Provident Fund Account for the year ended 31<sup>st</sup> March, 2020.*

### 1. INTRODUCTION

We have audited the attached Balance Sheet of the Telecom Regulatory Authority of India-Contributory Provident Fund Account as on 31<sup>st</sup> March, 2020 and the Income and Expenditure Account/Receipts and Payments Account for the year ended on that date under Section 19(A) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Rule 5 (5) of the Telecom Regulatory Authority of India (Contributory Provident Fund) Rules, 2003, issued under Government of India, Extraordinary Gazette Notification No. GSR 333(E) dated 10<sup>th</sup> April, 2003. These financial statements are the responsibility of the Telecom Regulatory Authority of India-Contributory Provident Fund Account's Management. Our responsibility is to express an opinion on these financial statements based on our audit.

2. This separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards and disclosure norms, etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiency-cum performance aspects, etc, if any are reported through Inspection Reports/CAG's Audit Reports separately.
3. We have conducted our audit in accordance with auditing standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance that the financial statements are free from material misstatements. An audit includes examining, on a test basis, evidence supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of financial statements. We believe that our audit provides a reasonable basis for our opinion.
4. Based on our audit, we report that:
  - i. We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of audit;
  - ii. The Balance Sheet and the Income and Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform format of Accounts' approved by the Controller General of Accounts under Rule 5 of the Telecom Regulatory Authority of India (Contributory Provident Fund) Rules, 2003.
  - iii. In our opinion, proper books of accounts and other relevant records have been maintained by the Telecom Regulatory Authority of India – Contributory Provident Fund Account.

- iv. We report that the Balance Sheet and the Income and Expenditure Account/Receipt and Payments Account dealt with by this Report are in agreement with the books of accounts.
- v. In our opinion and to the best of our information and according to the explanations given to us, the said financial statements, read together with the Accounting Policies and Notes on Accounts, and subject to the significant matters stated above and other matters mentioned in Annexure-I to this Audit Report, give a true and fair view in conformity with the accounting principles accepted in India:
  - a. In so far as it relates to the Balance Sheet of the state of affairs of the Telecom Regulatory Authority of India-Contributory Provident Fund Account as on 31<sup>st</sup> March, 2020; and
  - b. In so far as it relates to the Income and Expenditure Account of the 'Excess of Income over Expenditure' for the year ended on that date.

**-Sd/-**  
**(Manish Kumar)**  
**Principal Director of Audit**  
**(Finance & Communication)**

**Annexure-I to Separate Audit Report on the accounts of Telecom Regulatory Authority of India-Contributory Provident Fund Account for the year ended 31<sup>st</sup> March 2020**

As per the information and explanations given to us, the books and records examined by us in normal course of audit and to the best of our knowledge and belief, we further report that:

**(1) Adequacy of Internal Audit System**

The Internal Audit of TRAI-CPF accounts was conducted in March, 2020 and got approved by Secretary, TRAI. The Internal Audit System of the organization is adequate and commensurate with its size and nature of its function.

**(2) Adequacy of Internal Control System**

The Internal Control System of the organization is adequate and commensurate with its size and the nature of its functions.

-Sd/-  
(Manish Kumar)  
Principal Director of Audit  
(Finance & Communication)

## Brief note on the Internal Control System in Telecom Regulatory Authority of India-Contributory Provident Fund Account 2019-20.

An evaluation of the Internal Control System existing in Telecom Regulatory Authority of India (TRAI)-CPF Account was done during the course of certification of the annual accounts of TRAI for the year 2019-20 and the report on the same is furnished below:

### 1. Introduction

The Telecom Regulatory Authority of India - Contributory Provident Fund (TRAI-CPF) Account was established with effect from 5<sup>th</sup> May, 2003 in pursuance of Rule 3 (1) of the Telecom Regulatory Authority of India (Contributory Provident Fund) Rules, 2003, issued under Government of India, Extraordinary Gazette Notification No. GSR 333(E) dated 10<sup>th</sup> April, 2003. TRAI has a total sanctioned strength of 237 and 180 men in position. Out of this, 58 are on deputation and 122 are on regular strength as on 31<sup>st</sup> March, 2020. The deductions from salary on account of GPF/EPF/CPF as the case may be are made from the employees on deputation and are remitted to their parent offices as per terms and conditions of their appointment. In the case of regular staff of TRAI, CPF deductions are made from their salary as per the CPF Rules and employees' as well as employer's contributions are remitted to TRAI-CPF Account, by TRAI on a month to month basis along with the details of deduction of each employee.

### 2. Organizational Setup

TRAI-CPF Account has no separate employees on its own. The entire work of maintenance of TRAI-CPF Account is done by the Board of Trustees, which is constituted from the employees of TRAI only. As per decision taken by the TRAI Authority, the Dy. Advisor (F & EA) is the Secretary to the Board of Trustees. The following are the trustees of the Board:

- |                              |   |                        |
|------------------------------|---|------------------------|
| (i) Advisor (Administration) | : | President (Ex-officio) |
| (ii) Jt. Advisor (HR)        | : | Trustee (Ex-officio)   |
| (iii) Dy. Advisor (F & EA)   | : | Secretary, CPF         |
| (iv) Joint Advisor (NSL-II)  | : | Trustee                |
| (v) Dy. Advisor (F & EA)     | : | Trustee (Ex-officio)   |
| (vi) Assistant (QoS)         | : | Trustee                |

The Secretary to the Board of Trustees is responsible for maintenance of Accounts of the TRAI-CPF Account and conducting the meetings of the Board of Trustees. All decisions of the Board of Trustees are taken in their periodical meetings.

### 3. Scope and independence of Internal Audit

TRAI has its own Internal Audit division headed by Senior Research Officer (IAU). The reports of Internal Audit, including CPF-Accounts, are submitted to the Secretary for approval and are thereafter forwarded to the respective divisions for necessary corrective measures. The actions taken by the divisions are monitored continuously and regularly.

#### **4. Receipts and Disbursement of Funds**

The work relating to receipt and disbursement of the funds is done by a Section Officer under the supervision of Secretary to the Board of Trustees. No cash transaction is done in TRAI-CPF Account as all receipts and payments are made through cheques only. Receipt of CPF deductions from TRAI and payments made to the members of TRAI-CPF Account, if any, on account of CPF withdrawal or advance are regularly recorded in bank book.

#### **5. Investments**

The funds of TRAI-CPF Account are invested in various Securities as per Government norms. The interests accrued/ received on these securities are credited in interest income. The decisions of making investments are taken in the periodical meetings of Board of Trustees.

#### **6. Interest**

Interest on the CPF deposits of the members is credited to their individual accounts at the rate specified by the Central Government from time to time for the payment of interest on subscriptions to the General Provident Fund. Deficit, if any, in the interest payable to the members is met from TRAI General Fund.

#### **7. Withdrawal/Advance of CPF**

The members of TRAI-CPF Account are entitled for withdrawal or for temporary advance out of their balance as per the guidelines of CPF Rules. In the case of advances given to the members, the Drawing and Disbursement Officer of TRAI is informed regarding the monthly deductions to be made from salary of the concerned members towards recovery of advances.

**-Sd/-**  
**(Manish Kumar)**  
**Principal Director of Audit**  
**(Finance & Communication)**

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
INCOME AND EXPENDITURE ACCOUNT FOR THE PERIOD / YEAR ENDED 31<sup>st</sup> March, 2020**

Income	Schedule	Current Year 2019-20	Previous Year 2018-19
Income from Sales/ Services	12		
Grants/ Subsidies	13		
Fee/ Subscriptions	14		
Income from Investments (Income on Invest from earmarked /endow. Funds transferred to Funds)	15	10,418,150.64	7,667,047.37
Income for Royalty ,Publication etc	16		
Interest Earned	17	7,787,673.00	6,809,133.85
Other Income	18		-
Increase(decrease) in stock of Finished goods and works-in-progress	19		
<b>TOTAL (A)</b>		<b>18,205,823.64</b>	<b>14,476,181.22</b>
<b>EXPENDITURE</b>			
Establishment Expenses	20		
Other Administrative Expenses etc	21	767,705.72	1,770.00
Expenditure on Grants, Subsidies etc	22		
Interest	23	18,140,190.00	14,778,399.00
Diminution Value of Investments in Mutual Funds			
Depreciation (Net Total at the year end-corresponding to Schedule 8)			
<b>TOTAL (B)</b>		<b>18,907,895.72</b>	<b>14,780,169.00</b>
Balance being excess of Income over Expenditure (A-B)		-702,072.08	-303,987.78
Transfer to Misc Expenditure to the extent not written off - on account of Diminution Value of Investments			
Transfer to / from General Reserve		-702,072.08	-303,987.78
Balance being Surplus/ (Deficit) carried to Corpus/ Capital Fund			
<b>SIGNIFICANT ACCOUNTING POLICIES</b>	24		
<b>CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS</b>	25		
Sd/- Meetu Gulati SRO(F&EA) Secretary (CPF)	Sd/- Rachna Mathur Jt. Advisor (NSL-II) Trustee	Sd/- S.K. Dutta Jt. Advisor (HR) Ex-Officio Trustee	Sd/- Sanjeev Sharma Advisor (Admin) Ex-Officio President

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**BALANCE SHEET AS AT 31<sup>st</sup> March, 2020**  
**(Amount in ₹)**

CORPUS/CAPITAL FUND AND LIABILITIES	Schedule	Current Year 2019-20	Previous Year 2018-19
TRAI - CPF MEMBERS' ACCOUNT	1	260,833,399.00	218,732,073.00
RESERVES AND SURPLUS	2	4,453,245.26	5,155,317.34
EARMARKED/ ENDOWMENT FUNDS	3		
SECURED LOANS AND BORROWINGS	4		
UNSECURED LOANS AND BORROWINGS	5		
DEFERRED CREDIT LIABILITIES	6		
CURRENT LIABILITIES AND PROVISIONS	7	4,871,152.00	
<b>TOTAL</b>		<b>270,157,796.26</b>	<b>223,887,390.34</b>
ASSETS			
FIXED ASSETS	8		
INVESTMENTS-FROM EARMARKED/ENDOWMENT FUNDS	9		
INVESTMENTS - OTHERS	10	250,202,274.00	206,622,748.00
CURRENT ASSETS, LOANS, ADVANCES ETC	11	19,955,522.26	17,264,642.34
MISCELLANEOUS EXPENDITURE (to the extent not written off or adjusted)			
<b>TOTAL</b>		<b>270,157,796.26</b>	<b>223,887,390.34</b>
SIGNIFICANT ACCOUNTING POLICIES	24		
CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS	25		

Sd/- Meetu Gulati SRO(F&EA) Secretary (CPF)	Sd/- Reshma S. Usmani Asstt. (QoS) Trustee	Sd/- Alex P. Thomas Dy. Advisor (F&EA) Ex-Officio Trustee
Sd/- Rachna Mathur Jt. Advisor (NSL-II) Trustee	Sd/- S.K. Dutta Jt. Advisor (HR) Ex-Officio Trustee	Sd/- Sanjeev Sharma Advisor (Admin) Ex-Officio President

**FORM OF FINANCIAL STATEMENTS(NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT  
FUND ACCOUNT SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 1 - TRAI - CPF MEMBERS' ACCOUNT**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
Balance as at the beginning of the year	218,732,073.00	183,120,188.00
Deduct: Adjustments for previous year		
Add: Contributions towards Members' Account	42,101,326.00	35,611,885.00
Add/(Deduct): Balance of net income/(expenditure) transferred from the Income and Expenditure Account		
<b>BALANCE AS AT THE YEAR-END</b>	<b>260,833,399.00</b>	<b>218,732,073.00</b>

**SCHEDULE 2 - RESERVES AND SURPLUS**

	Current Year 2019-20	Previous Year 2018-19
1. Capital Reserve:		
As per last Account		
Addition during the year		
Less: Deductions during the year		
2. Revaluation Reserve:		
As per last Account		
Addition during the year		
Less: Deductions during the year		
3. Special Reserve:		
As per last Account		
Addition during the year		
Less: Deductions during the year		
4. General Reserve:		
As per last Account	5,155,317.34	5,459,305.12
Addition during the year		
Less: Deductions during the year	-702,072.08	-303,987.78
<b>TOTAL</b>	<b>4,453,245.26</b>	<b>5,155,317.34</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 3 - EARMARKED/ ENDOWMENT FUNDS**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
<b>a) Opening balance of the funds</b>		
<b>b) Additions of the funds:</b>		
i. Donations/grants		
ii. Income from investments made on account of funds		
iii. Other additions (specify nature)		
<b>c) Utilisation/expenditure towards objectives of funds</b>		
i. Capital Expenditure		
-Fixed Assets		
-Others		
Total		
ii. Revenue Expenditure		
- Salaries,Wages and allowances etc		
- Rent		
- Other Administrative expenses		
<b>NET BALANCE AS AT THE YEAR-END (a+b+c)</b>		

**Notes**

- 1) Disclosures shall be made under relevant head based on conditions attached to the grants.
- 2) Plan funds received from the Central/State Governments are to be shown as separate funds and not to be mixed up with any other Funds.

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 4 - SECURED LOANS AND BORROWINGS**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1. Central Government	/	/
2. State Government (Specify)	/	/
3. Financial Institutions	/	/
4. Banks	/	/
a) Term Loans	/	/
-Interest accrued and due	/	/
b) Other-Loans (Specify)	/	/
-Interest accrued and due	/	/
5. Other Institutions and Agencies	/	/
6. Debentures and Bonds	/	/
7. Others(Specify)	/	/
<b>TOTAL</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 5 - UNSECURED LOANS AND BORROWINGS**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1. Central Government	/	/
2. State Government (Specify)		
3. Financial Institutions		
4. Banks		
a) Term Loans		
-Interest accrued and due		
b) Other-Loans(Specify		
-Interest accrued and due		
5. Other Institutions and Agencies		
6. Debentures and Bonds		
7. Others(Specify)		
<b>TOTAL</b>		

Note: Amount due within one year

**SCHEDULE 6 - DEFERRED CREDIT LIABILITIES**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
a) Acceptances secured by hypothecation of capital equipment and other assets	/	/
b) Others		
<b>TOTAL</b>		

Note: Amounts due within one year

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 7 - CURRENT LIABILITIES AND PROVISIONS**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
<b>A. CURRENT LIABILITIES</b>		
1) Acceptances	/	/
2) Sundry Creditors		
a) For Goods		
b) Others		
3) Advances Received		
4) Interest accrued but not due on:		
a) Secured loans/borrowings		
b) Unsecured Loans/borrowings		
5) Statutory Liabilities		
a) Overdue		
b) Others		
6) Other current Liabilities		
<b>TOTAL (A)</b>		
<b>B. PROVISIONS</b>		
1. For Taxation		
2. Gratuity		
3. Superannuation/Pension	4,838,382.00	
4. Accumulated Leave Encashment		
5. Trade Warranties/Claims		
6. Other (Payable to MEA/TRAI)	32,770.00	
<b>TOTAL (B)</b>		
<b>TOTAL (A+B)</b>	<b>4,871,152.00</b>	

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH, 2020**

**SCHEDULE 8 - FIXED ASSETS**

SCHEDULE	GROSS BLOCK		DEDUCTIONS		DESCRIPTION		NET BLOCK	
	Cost/ at the beginning of the year"	year	year	year	As at the beginning of the year	On Additions during the year	Total up to the year end	As at the current year end
<b>A. FIXED ASSETS:</b>								
1. LAND								
a) Freehold								
b) Leasehold								
2. BUILDINGS								
a) On Freehold Land								
b) On Leasehold Land								
c) Ownership Flats/Premises								
d) Superstructures on land not belonging to the entity								
3. PLANT MACHINERY & EQUIPMENT								
4. VEHICLES								
5. FURNITURE, FIXTURES								
6. OFFICE EQUIPMENT								
7. COMPUTER/PERIPHERALS								
8. ELECTRIC INSTALLATIONS								
9. LIBRARY BOOKS								
10. TUBEWELLS & WATER SUPPLY								
11. OTHER FIXED ASSETS								
<b>TOTAL OF CURRENT YEAR PREVIOUS YEAR</b>								
<b>B. CAPITAL WORK-IN-PROGRESS TOTAL</b>								

(Note to be given as to cost of assets on hire purchase basis included above)

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 9 - INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS**

	(Amount in ₹)	
	Current Year 2019-20	Previous Year 2018-19
1. In Government Securities	/	/
2. Other approved Securities	/	/
3. Shares	/	/
4. Debentures and Bonds	/	/
5. Subsidiaries and Joint Ventures	/	/
6. Others ( to be specified)	/	/
<b>TOTAL</b>		

**SCHEDULE 10 - INVESTMENTS OTHERS**

	(Amount in ₹)	
	Current Year 2019-20	Previous Year 2018-19
1. In Government Securities	131,000,000.00	110,700,000.00
- Long - term Investments		
- Current Investments		
2. Other Approved Securities		
3. Shares		
4. Debentures and Bonds		
5. Subsidiaries and Joint Ventures		
6. Others (Fixed Deposits in Banks/PSU) - Long - term	119,202,274.00	95,922,748.00
<b>TOTAL</b>	<b>250,202,274.00</b>	<b>206,622,748.00</b>

**FORM OF FINANCIAL STATEMENTS(NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020  
SCHEDULE 11 - CURRENT ASSETS, LOANS, ADVANCES ETC**

	(Amount in ₹)	
	Current Year 2019-20	Previous Year 2018-19
<b>A. CURRENT ASSETS:</b>		
1. Inventories		
a) Stores and Spares		
b) Lose tools		
c) Stock-in-trade		
Finished Goods		
Work in progress		
Raw Material		
2. Sundry Debtors:		
a) Debts Outstanding for a period exceeding six months		
b) Others		
3. Cash balances in hand ( including cheques/drafts and imprest)		
4. Bank Balances:		
a) With Scheduled Banks		
- On Current Accounts		
- On Deposit Accounts (includes margin money)	-	7,328,919.00
- On Savings Account	9,874,490.93	721,450.87
a) With non-Scheduled Banks		
- On Current Accounts		
- On Deposit Accounts		
- On Savings Account		
5. Post Office-Savings Accounts		
<b>TOTAL (A)</b>	<b>9,874,490.93</b>	<b>8,050,369.87</b>

**FORM OF FINANCIAL STATEMENTS(NON-PROFIT ORGANISATIONS)  
THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT  
SCHEDULES FORMING PART OF BALANCE SHEET AS ON 31<sup>ST</sup> MARCH, 2020  
SCHEDULE 11 - CURRENT ASSETS, LOANS, ADVANCES ETC**

	(Amount in ₹)	
	Current Year 2019-20	Previous Year 2018-19
<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
1. Loans		
a) Staff		
b) Other Entities engaged in activities/objectives similar to that of Entity		
c) Other (Specify)		
2. Advance and other amounts recoverable in cash or in kind or for value to be received:		
a) On Capital Account		
b) Prepayments		
c) Others		
3. Income Accrued		
a) On Investments from Earmarked/Endowment Funds		
b) On Investments - Others	10,081,031.33	9,214,272.47
c) On Loans and Advances		
d) Others		
(includes income due unrealised Rs.)		
4. Claims Receivable -		
<b>TOTAL (B)</b>	<b>10,081,031.33</b>	<b>9,214,272.47</b>
<b>TOTAL (A+B)</b>	<b>19,955,522.26</b>	<b>17,264,642.34</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**SCHEDULES FORMING PART OF INCOME & EXPENDITURE FOR THE PERIOD/YEAR ENDED 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 12 - INCOME FROM SALES/SERVICES**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1. Income from Sales		
a) Sale of Finished Goods		
b) Sale of Raw material		
c) Sale of Scraps		
2. Income from Services		
a) Labour and Processing Charges		
b) Professional/Consultancy Services		
c) Agency Commission and Brokerage		
d) Maintenance Services (Equipment/Property)		
e) Others (Specify)		
<b>TOTAL</b>		

**SCHEDULE 13 - GRANTS/SUBSIDIES**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
(Irrevocable Grants & Subsidies Received)		
1) Central Government		
2) State Govenemnt(s)		
3) Government Agencies		
4) Institutions/Welfare Bodies		
5) International Organisations		
6) Other (Specify)		
<b>TOTAL</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
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**SCHEDULE 14 - FEES/ SUBSCRIPTIONS**

	(Amount in ₹)	
	Current Year 2019-20	Previous Year 2018-19
1. Entrance Fees		
2. Annual Fees/Subscriptions		
3. Seminar/Program Fees		
4. Consultancy Fees		
5. Others (specify)		
<b>TOTAL</b>		

Note: Accounting Policies towards each item are to be disclosed

**SCHEDULE 15 - INCOME FROM INVESTMENTS**

	(Amount in ₹)	
(Income on Invest. from Earmarked/Endowment Funds Transferred to Funds)	Current Year 2019-20	Previous Year 2018-19
1) Interest		
a) On Govt Securities	10,418,150.64	7,667,047.37
b) Other Bonds/Debentures		
2) Dividends		
a) On Shares		
b) On Mutual Fund Securities		
3) Rents		
4) Others		
<b>TOTAL</b>	<b>10,418,150.64</b>	<b>7,667,047.37</b>
<b>TRANSFERRED TO EARMARKED/ ENDOWMENT FUNDS</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
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**SCHEDULES FORMING PART OF INCOME & EXPENDITURE FOR THE PERIOD/YEAR ENDED 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 16 -INCOME FROM ROYALTY, PUBLICATION ETC**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1. Income from Royalty	/	/
2. Income from Publications	/	/
3. Others (Specify)	/	/
<b>TOTAL</b>		

**SCHEDULE 17 - INTEREST EARNED**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1) On Term Deposits		
a) With Scheduled Banks	7,593,493.00	6,776,196.00
b) With Non-Scheduled Banks		
c) With Institutions		
d) Others		
2) On Savings Account		
a) With Scheduled Banks	194,180.00	32,937.85
b) With Non-Scheduled Banks		
c) With Institutions		
d) Others		
3) On Loans		
a) Employees/Staff		
b) Others		
4) Interest on Debtors and Other Receivables		
<b>TOTAL</b>	<b>7,787,673.00</b>	<b>6,809,133.85</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
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**SCHEDULES FORMING PART OF INCOME & EXPENDITURE FOR THE PERIOD/YEAR ENDED 31<sup>ST</sup> MARCH, 2020**

**SCHEDULE 18 - OTHER INCOME**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
1. Profit on Sale/ Disposal of Assets		
a) Owned assets		
b) Assets acquired out of grants, or received free of cost		
2. Export Incentives realized		
3. Fees for Miscellaneous Services		
4. Miscellaneous Income		
<b>TOTAL</b>		

**SCHEDULE 19 - INCREASE/(DECREASE) IN STOCK OF FINISHED GOODS & WORK IN PROGRESS**

	Current Year 2019-20	Previous Year 2018-19
a) Closing stock		
- Finished Goods		
- Work-in-progress		
b) Less Opening Stock		
- Finished Goods		
- Work-in-progress		
<b>NET INCREASE/(DECREASE) [a-b]</b>		

**SCHEDULE 20 - ESTABLISHMENT EXPENSES**

	Current Year 2019-20	Previous Year 2018-19
a) Salaries and Wages		
b) Allowances and Bonus		
c) Contribution to Provident Fund		
d) Contribution to Other Fund (specify)		
e) Staff Welfare Expenses		
f) Expenses on Employees Retirement and Terminal Benefits		
g) Others		
<b>TOTAL</b>		

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
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**SCHEDULES FORMING PART OF INCOME & EXPENDITURE FOR THE PERIOD/YEAR ENDED 31<sup>ST</sup> MARCH, 2020**  
**SCHEDULE 21-OTHER ADMINISTRATIVE EXPENSES ETC**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
a) Purchases		
b) Labour and processing expenses		
c) Cartage and Carriage Inwards		
d) Electricity and power		
e) Water charges		
f) Insurance		
g) Repairs and maintenance		
h) Excise Duty		
I) Rent, Rates and Taxes		
j) Vehicles Running and Maintenance		
k) Postage, Telephone and Communication Charges		
l) Printing and Stationery		
m) Travelling and Conveyance Expenses		
n) Expenses on Seminar/Workshops		
o) Subscription Expenses		
p) Expenses on Fees		
q) Auditors Remuneration		
r) Hospitality Expenses		
s) Professional Charges		
t) Provision for Bad and Doubtful Debts/Advances		
u) Irrecoverable Balances Written-off		
v) Packing Charges		
w) Freight and Forwarding Expenses		
x) Distribution Expenses		
y) Advertisement and Publicity		
z) Others		
DLIS		
Bank & Finance Charges	767,705.72	1,770.00
<b>TOTAL</b>	<b>767,705.72</b>	<b>1,770.00</b>

**FORM OF FINANCIAL STATEMENTS (NON-PROFIT ORGANISATIONS)**  
**THE TELECOM REGULATORY AUTHORITY OF INDIA - CONTRIBUTORY PROVIDENT FUND ACCOUNT**  
**SCHEDULES FORMING PART OF INCOME & EXPENDITURE FOR THE PERIOD/YEAR ENDED 31<sup>ST</sup> MARCH, 2020**  
**SCHEDULE 22-EXPENDITURE ON GRANTS, SUBSIDIES ETC**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
a) Grants given to Institutions/Organisations	/	/
b) Subsidies given to Institutions/Organisations	/	/
<b>TOTAL</b>		

Note: Name of Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed

**SCHEDULE 23 - INTEREST**

(Amount in ₹)

	Current Year 2019-20	Previous Year 2018-19
a) On Fixed Loans		
b) On Other Loans (including Bank Charges)		
a) Others (specify) - Interest Payable to Members	18,140,190.00	14,525,199.00
FINANCE CHARGES		253,200.00
<b>TOTAL</b>	<b>18,140,190.00</b>	<b>14,778,399.00</b>

## SCHEDULE 24 - SIGNIFICANT ACCOUNTING POLICIES

### 1 Accounting Conventions:

- i) The financial statements have been prepared in the "Uniform Format of Accounts" as approved by the Controller General of Accounts vide their letter No. F.No.19(1)/Misc./2005/TA/450-490 dated 23<sup>rd</sup> July, 2007.
- ii) Accounts have been prepared on accrual basis for the current year i.e., 2019-20. There is no change in Method of Accounting from the preceding year.
- iii) Investments depicted in Schedule 10 (Investments - Others) are carried at cost.

## SCHEDULE 25 - CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS

### Contingent Liabilities:

- 1 Claims against the Entity not acknowledged as debts NIL

### Notes on Accounts

- 1 Investments have been made on the pattern prescribed in the Notification of Ministry of Finance (Department of Financial Services) dated 2<sup>nd</sup> March, 2015 effective from 1<sup>st</sup> April, 2015.
- 2 Investments depicted in Schedule 10 (Investments - Others) include investment in Government Securities amounting to ₹ 13,10,00,000.00 and Others (FDs in Banks/ PSUs) amounting to ₹ 11,92,02,274.00. Out of the investments in Govt. Securities, an amount of ₹ 13,10,00,000.00 are Long-term Investments as these are being held for more than one year from the date on which they have been made.
- 3 The withdrawal/ advances sanctioned during the year amounts to ₹ 91,46,996.00. Interest paid to members amounts to ₹ 181,40,190.00 and Refund of the advances amounts to ₹ 11,21,210.00.
- 4 "Provision depicted in Schedule 7 (Current Liabilities and Provisions) include
  - a) An amount of ₹ 48,38,382/- as the dues of Shri S. B. Bhardwaj, Ex-PPS who retired on 31<sup>st</sup> March, 2020 has been shown as payable to Members.
  - b) An excess amount of ₹ 31, 000/- received from MEA in r/o Shri C. P. Sharma, JA has also been shown as payable to MEA/TRAI.
  - c) An amount of ₹ 1770/- as payable to bank for closure of Coporation Bank account maintained at Bhikaji Cama Place".
- 5 Corresponding figures for the previous year have been re-grouped/ re-arranged wherever necessary.

-Sd/- Meetu Gulati SRO(F&EA) Secretary (CPF)	-Sd/- Reshma S. Usmani Asstt. (QoS) Trustee	-Sd/- Alex P. Thomas Dy. Advisor (F&EA) Ex-Officio Trustee	-Sd/- Rachna Mathur Jt. Advisor (NSL-II) Trustee	-Sd/- S.K. Dutta Jt. Advisor (HR) Ex-Officio Trustee	-Sd/- Sanjeev Sharma Advisor (Admin) Ex-Officio President
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**TELECOM REGULATORY AUTHORITY OF INDIA**