सत्यमेव जयते

A Handbook for the Consumers from the Telecom Regulator

Telecom Regulatory Authority of India

(ISO 9001:2000 Certified)

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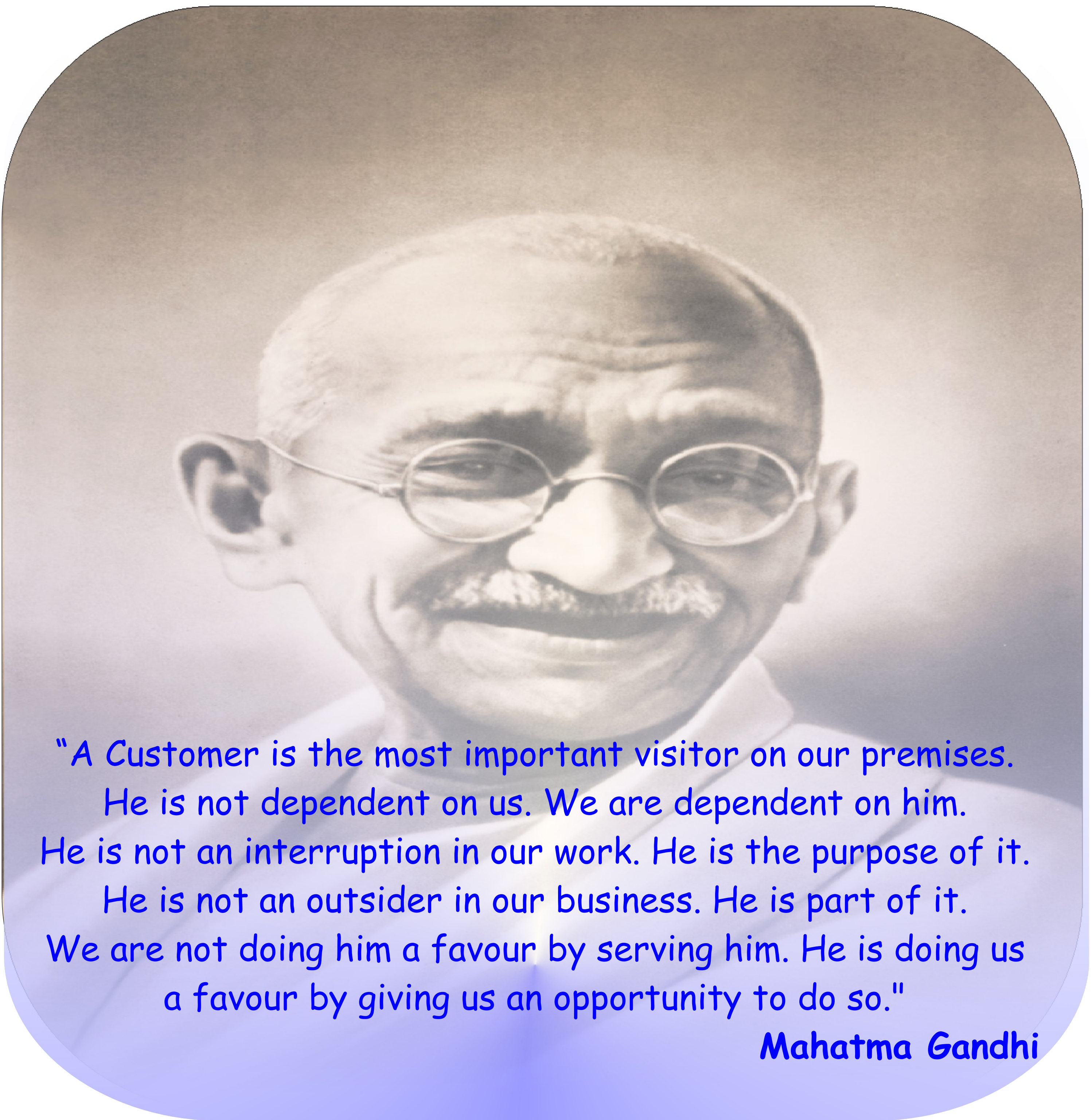
"A Customer is the most important visitor on our premises.
He is not dependent on us. We are dependent on him.
He is not an interruption in our work. He is the purpose of it.
He is not an outsider in our business. He is part of it.
We are not doing him a favour by serving him. He is doing us
a favour by giving us an opportunity to do so."
Mahatma Gandhi

Foreword

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The Telecom sector is one of the fastest growing sectors in India. The telecom sector has, during the last decade, witnessed a transition from being a state-owned monopoly to one with competition and unprecedented growth in the subscriber base. The growth has contributed immensely to the improvement in the quality of life of the common man and also facilitating the promotion of trade and commerce besides strengthening the unity and integrity of the nation. The overall tele-density today is around 20 percent . Still there are millions of ears in India awaiting to hear the ring tone.

2. Telecom Regulatory Authority of India is committed to protect the interest of the consumers as mandated in the TRAI Act, 1997. To effectively address the issues in terms of quality of service, consumer satisfaction, redressal of grievances and to protect the interest of the consumers, Telecom Regulatory Authority of India has issued regulations, directions and orders under the TRAI Act, 1997.

3. The Authority also undertakes programme of consumer education by conducting workshops, symposia and seminars in different parts of the country with the participation of consumer organisations, individual consumers and representatives of service providers. Towards this objective, establishment of a Telecommunication Consumers Education and Protection Fund by utilizing the unclaimed and unrefunded moneys of the consumers lying with the service providers is a novel concept, which has been widely welcomed.

(NRIPENDRA MISRA)
CHAIRMAN

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Regulatory Framework

The Telecom Regulatory Authority of India was established in 1997 through an Act of Parliament, namely, the Telecom Regulatory Authority of India Act, 1997 as amended by TRAI (Amendment) Act, 2000. The thrust of consumer protection derives from the preamble to the Act as reproduced below:-

"An Act to provide for the establishment of the Telecom Regulatory Authority of India and the Telecom Disputes Settlement and Appellate Tribunal to regulate the telecommunication services, adjudicate disputes, dispose of appeals and to protect the interests of service providers and consumers of telecom sector to promote and ensure orderly growth of the telecom sector and for matters connected therewith or incidental thereto."

The framework for consumer protection is further amplified in Section 11 (1) (b) (v) of the Act reproduced below :-

"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;"

While the Telecom Regulatory Authority of India (TRAI) is the regulatory body established under the Telecom Regulatory Authority of India Act, the other organ called the Telecom Disputes Settlement and Appellate Tribunal (TDSAT) is the body responsible for settlement of telecom disputes. Though consumer protection is an important subject under the Act, individual consumer complaints do not come under the purview of either TRAI or TDSAT. The Act clearly states:

"Nothing in this clause shall apply in respect of matters relating to the complaint of an individual consumer maintainable before a consumer disputes redressal forum or a consumer disputes redressal commission or the National Consumer Redressal Commission established under Section 9 of the Consumer Protection Act, 1986."

Considering the fact that individual consumers cannot seek recourse from either TRAI or TDSAT and their interest needs to be protected as envisaged in the Act, the Telecom Regulatory Authority of India has taken a number of measures to protect the interests of the consumers some of which are unique in the telecom regulatory environment as the reader will observe.

Telecommunication Tariff Orders

Telecommunication Tariff is one of the important issues concerning the consumers. The Telecom Regulatory Authority of India Act, 1997, therefore, specifically provides that the Authority may from time to time notify in the official gazette the rates at which the telecommunication services shall be provided within India and outside. Accordingly, the Authority notified the first tariff order called the Telecommunication Tariff Order (TTO), 1999 in March 1999. During the course of the decade, the TTO 1999 has undergone several changes and amendments. One important development today is that except in the case of roaming and rural basic telephone (wire-line) and leased circuits, tariff is under forbearance which means that the market forces and competition among the service providers would decide the rates at which telecommunication services are to be provided. Service providers have flexibility to offer any tariff subject to certain regulatory principles, including interconnect usage charges (IUC) compliance.

Tariff issues concerning all the subscribers

The Authority had been receiving complaints, particularly from users of mobile phones, regarding frequent changes in tariff plan, increase in tariff, misleading and confusing plans etc. In order to protect the consumer interests in such matters, the Authority has brought about certain amendments to the Tariff Order of 1999 providing for protection against frequent changes in tariff plan, hike in tariff, including lifetime tariffs etc. These amendments are applicable both to prepaid as well as post paid subscribers. Highlights of these Amendment Orders are given below:

Protection against hike in Tariff

- A tariff plan once offered by an access provider shall be available to a subscriber for a minimum period of six months from the date of enrolment of the subscriber to that tariff plan.
- The subscriber shall be free to choose any other tariff plan, even during the said six months period or the specified validity period. All requests for change of plan shall be accepted and implemented immediately or from the start of next billing cycle.

Tariff Plans with Longer Validity including Lifetime Tariff Plans

- Any tariff plan presented, marketed or offered as valid for any prescribed period exceeding six months or as having lifetime or unlimited validity in lieu of an upfront payment, shall continue to be available to the subscriber for the duration of the period as prescribed in the plan and in the case of lifetime or unlimited validity plans, as long as the service provider is permitted to provide such telecom service under the current license or renewed license. In the case of plans with lifetime validity or unlimited validity, the service provider shall also inform the subscribers of the month and year of expiry of his current license.

- For any tariff plan, the access provider shall be free to reduce tariffs at any time. However, no tariff item in a tariff plan shall be increased by the access provider :-
  - In respect of tariff plans with prescribed periods of validity of more than six months including tariff plans with lifetime or unlimited validity and also involving an upfront payment to be made by the subscriber towards such validity period, during the entire period of validity specified in the tariff plan;
  - In respect of other tariff plans, within six months from the date of enrolment of the subscriber; and,
  - In the case of recharge coupons with a validity of more than six months under any tariff plan, during the entire period of validity of such recharge coupon.

Reduction in tariffs for roaming services

In the earlier roaming tariff regime, there was two-part charging - a monthly fixed charge for access to the roaming facility and air time charge depending upon the usage. Through an order issued in January 2007, the Authority has introduced a usage based composite roaming tariff, thereby removing the rental component from the charging pattern. Brief highlights of this Tariff Order relating to reduction in tariffs for roaming services are mentioned below:

- The order is applicable for all mobile customers, prepaid and postpaid, and applicable across all types of tariff plans offered by both GSM and CDMA Mobile Operators.
- No rental permitted for roaming in any form.
- No surcharge is leviable for any of the national roaming services.
- No separate PSTN charges on roaming calls.
- Receiving SMS is free while roaming.
- Charges for outgoing SMS while roaming continues to be under forbearance.
- Maximum permissible per minute charges for roaming calls, irrespective of the terminating networks, and irrespective of tariff plans would be:
  - Rs. 1.40 for outgoing local calls
  - Rs. 2.40 for outgoing NLD calls
  - Rs. 1.75 for incoming calls
- Mobile operators cannot charge any type of fixed or recurring charges for accessing roaming facility, for example, monthly rental, weekly rental, daily rental etc.

Guidelines for Prepaid Subscribers

The Authority has observed that majority of the consumers of mobile services are users of prepaid services. The Authority had been receiving complaints from the consumers regarding non-availability of prepaid cards of low denomination value, exorbitant costs for replacement of lost / damaged SIM cards, forfeiture of unused balance at the end of the validity period etc. Taking cognizance of the complaints received from this segment of the mobile users, the Authority, by way of certain amendments to the TTO 1999, has addressed some of the concerns expressed by the consumers. The salient features of the amendment orders are given below:

- At least one denomination of pre-paid cards offered by every Service Provider must be for an amount of Rs. 300 or less with a corresponding validity period of at least one month.
- The charges for replacement of lost/ damaged SIM card shall be based on cost with a reasonable mark-up.
- If there is any amount that is unused at the end of the validity period, this amount should be carried over to the renewed card, if such renewal is done within a reasonable, specified period.
- In the case of each pre-paid card package, the customer should be prominently and clearly informed of the total amount that is available in the pre-paid card package for making calls, i.e. to pay towards usage.

Incoming Calls during full validity

- All services which do not affect "talk time value" including incoming voice calls / SMS shall continue to be available to the Pre-paid subscribers during the entire validity period even after the talk time value is exhausted.

Supply of usage details to prepaid subscribers

Another complaint often received from the pre-paid subscribers is regarding non-availability of usage details/ itemized bills. The Authority has considered the issue and during detailed consultation with the stakeholders, the view was that supply of usage details/bills to prepaid subscribers involves inordinate amount of effort, time and cost to the service providers. From the discussions, it was clear that it is technically possible to provide itemized usage details. The Authority has, therefore through the Telecom Consumers Protection and Redressal of Grievances Regulations issued in May, 2007, mandated that on request from any prepaid subscriber, the service provider shall supply information relating to itemized usage charges for any period in the last six months on payment of a reasonable cost not exceeding Rs.50/-.

Telecommunication Directions

Apart from the tariff orders issued from time to time, in order to protect the interests of the consumers, the Authority has been issuing certain directions also to the service providers on various issues, such as refund of security deposit, publication/advertisement of tariff, credit limit for postpaid subscribers, supply of complete details of tariff plan etc as detailed below:

Refund of security deposit

The Authority had been receiving complaints about non-refund of security deposit by various service providers. Therefore, in September 2003 the Authority issued guidelines to all service providers for refund of security deposit after adjustments of dues, if any, within a time frame of 60 days. The service providers are also required to pay interest at the rate of 10% per annum for delay in making the refund within the stipulated period.

Information on credit limit for postpaid subscribers

In the case of postpaid subscribers:-

i. The credit limit set for a post-paid subscriber shall be intimated in advance . The initial credit limit shall be intimated within 7 days of activation of the service.

ii. The subscriber shall be given full information in advance on the consequences of usage and other applicable charges exceeding the credit limit as well as the manner in which the credit limit set for them could be enhanced.

iii. When the usage and other applicable charges reaches 80% of the credit limit, intimation to this effect shall be provided to the subscriber. The consequences of his usage exceeding the credit limit including the possibility of disconnection shall also be informed to the subscriber.

iv. On receipt of the intimation, the subscriber shall have the option to make interim payments in whole or in part or to restrict his further usage so that the credit set for him is not exceeded.

v. Services to the subscriber shall not be disrupted until and unless the credit limit fixed for a subscriber is exceeded despite adequate intimation about the same.

vi. Irrespective of the level of credit limit, the services of a subscriber shall not be disrupted as long as the amounts due is below the amount of his security deposit.

viii. The credit limit set for a post-paid customer shall be included in his monthly statement / bill.

Tariff plans with misleading titles

(i) No tariff plan shall be offered, presented, marketed or advertised in a manner that is likely to mislead the subscribers. For example, title of a tariff plan, which suggests absence of rental, would be misleading if the plan has Monthly Mandatory Fixed Charge in one form or other.

(ii) All monthly fixed recurring charges, which are compulsory for a subscriber under any given plan, shall be shown under one head. This should also include charges for Value Added Services, if such Value Added Services are not optional for the subscriber.

(Iii) Charges for CLIP facility can not be made a compulsory item of tariff for the subscribers in any tariff plan.

Value Added Service (VAS)

The service provider cannot provide any chargeable value added service without the explicit consent of a customer. Any value added service, which was earlier being provided free of charge, shall not be made chargeable without the explicit consent of the customer.

Premium Rates Services

In all communications/ advertisements relating to premium rate services, all the Cellular Mobile Service Providers and Unified Access Service Providers are required to publish, the pulse rate/ tariff for the service.

Supply of complete details of the Tariff Plan on activation of service

All the Cellular Mobile Service Providers and Unified Access Service Providers are required to inform the customer in writing, within a week of activation of service, the complete details of his tariff plan. In addition, as and when there are any changes in any aspect/item of tariff in the chosen package, the operator shall intimate, in writing, such changes to those subscribers whose tariff packages undergo a change.

Carrying Forward of Unused Balance during Grace Period

The carry forward of unused balance to prepaid subscribers has to be allowed during the grace period applicable at the time of recharge irrespective of subsequent downward revision in the grace period i.e. any change in the grace period should be applied prospectively.

Publication/ Advertisement of tariff for consumer information

The formats, in which all publications / advertisements of tariffs meant for post paid and pre paid subscribers are to be issued, have been prescribed. The format for advertisement for postpaid tariff includes information on initial one time non refundable payments, all monthly mandatory charges, Local/ STD charges per minute and approximate monthly financial implications. Similarly format for advertisement of prepaid tariffs includes information on talk time available (in Indian Rupees) and Local/ STD charges per minute. The direction also prescribes the format in which the service provider has to display the information about complete details of tariff plan and monthly financial implications along with monthly fixed and variable charges on their website and tariff brochure in respect of post paid service. Regarding prepaid service the information containing details of the plan including recharge coupons available and minutes of use available on each recharge coupon shall be displayed on service provider's website and tariff brochures

Transparency in charging for SMS on Festival/Customary days:

Service providers have to follow certain principles to ensure transparency in the charging of SMS on certain days which are generally termed as "SMS black-out" days. Any service provider implementing separate tariffs on blackout days has to ensure the following:

i) The 'black out' days i.e. the days on which free/concessional SMS are not available shall be clearly indicated in the package itself.

ii) The SMS charges applicable on these special days shall be explicitly conveyed to the subscribers.

iii) The dates corresponding to the black-out day shall not be altered after the pack is subscribed by the customer.

iv) There shall be no addition to the list of black out days after the pack is subscribed by the customer.

Docket Number for Customer Complaints and Termination of Service

All the Cellular Mobile Service Providers, Basic Service Operators and Unified Access Service Providers are required to:

(i) assign a unique docket number for all service request calls to the customer helpline numbers and convey the same to the customer at the time of such call.

(ii) acknowledge through SMS followed by entry in the next bill the requests made through Telephone call, FAX, SMS, e-mail etc. for value added services, the charges for which are of a recurring nature;

(iii) raise the bill only after adjustment of security deposit in the event of a request for termination of service received from a customer;

(iv) terminate the service (a) within twenty four hours of the receipt of a request for termination of service made in writing; (b) within three working days of the receipt of a request for termination of service made through Fax or through e-mail ID registered with the service provider; and (c) within seven working days of the receipt of a request for termination of service made through Telephone call, SMS and e-mail. The termination of service shall be subject to the return or recovery of the customer premises equipment, wherever applicable;

(v) stop charging the customer the fixed monthly charges like rental beyond the above prescribed period of termination of service or from the date of last usage, whichever is later.

Information to be included in the Telephone Bills issued to the consumers by the service providers

To ensure transparency in the telecom billing the following information shall also be included in the telephone bills issued on and after the 1st August, 2007, to the consumers by the service providers:-

- the name of applicable Tariff Plan; applicable credit limit.
- methodology applied for calculations of amount mentioned in the telephone bills, details of pulse rates and charges, STD, ISD and SMS charges and monthly fixed charges;
- the amount of security deposit to be shown separately in the first bill and whenever adjusted, subsequently, in the bill;
- mode and procedure for making payment of telephone bills;
- details of set up of public grievance mechanism;
- Information system for change of billing address;
- details of late payment charges;
- acknowledgment of last payment made; and

Customer information box, which shall indicate, inter alia, the following information:-.

Customer Information Box

- no migration fee is chargeable for migrating to any tariff plan;
- no charge to be levied for any service without explicit consent of the consumer;
- refund of security deposit for providing telephone service to be made, within sixty days of closure of telephone connection, otherwise eligible for interest at the rate of ten per cent;
- website address (URL of the website) where model calculation of financial implication of tariff plans are available;
- toll free number" or "consumer care number" or "help line number" of its Call Centres;
- address, telephone number, e-mail address, facsimile number of the Nodal Officer and appellate authority of the service provider.

Telecommunication Directions	**Refund of security deposit**	**Information on credit limit**	**Tariff plans with misleading titles**
Premium Rates Services	**Value Added Service (VAS)**	**complete details of the Tariff Plan**	**Carrying Forward of Unused Balance**
Transparency in charging for SMS	**Docket Number for Customer Complaints**	**Information to be included in the Telephone Bills**	**Publication/ Advertisement of tariff**

Telecommunication Directions

Telecommunication Regulations

One of the important functions of the Telecom Regulatory Authority of India is to ensure orderly growth of the telecommunication services through issue of Regulations. The Authority has during the first 10 years of its existence issued a number of Regulations, some of which are solely indented to protect the interest of the consumers of telecommunication services.

Telecom Consumers Protection and Redressal of Grievances Regulations, 2007

TRAI has been receiving a large number of complaints from Telecom Consumers regarding various problems faced by them. In order to streamline and institutionalize the system of handling consumer complaints by the service providers, **TRAI** notified the **Telecom Consumers Protection and Redressal of Grievances Regulations** in May 2007.

The salient features:

The regulation mandates establishments of **Institutional Mechanism** for resolution of consumers grievances within the company at the level of Call Centre, Nodal Officer and Appellate Authority as summarized below:

a. Call Centre

-Consumers can contact the Call Centre of service provider on toll free number at the first instance for redressal of their grievances.

-Complaints pertaining to fault repair, service disruption and disconnection of service has to be attended within a maximum period of 3 days.

-Other complaints to be attended by the Call Centre within a maximum period of 7 days, subject to time limits laid down in regulations on quality of service.

-The Call Centre to register each complaint by allotting a unique identification number to be called the docket number and communicate docket number to the consumer.

-Intimate the action taken on the complaint within the time limit specified.

-Intimate contact details of the Nodal Officer (including his name , telephone number and address) to customer in case the customer is not satisfied with the redressal of his grievance or when requested by him.

Time Limit for request or redressal of complaint at call center

The time limit for service request or redressal of complaint of consumers by Call Centres under various service parameters is as specified below:

1. Basic Service (Wire line):

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Provision of Telephone	All cases within seven days (subject to technical feasibility)
(ii)	Fault Repair	Within three days
(iii)	Shift of Telephone	Within three days
(iv)	Closures	Within twenty four hours
(v)	Percentage of Billing Complaints resolved	All billing complaints to be resolved within four weeks.
(vi)	Time taken for refund of deposits after closure	All cases of refund of deposits to be made within sixty days after closure.

2. Basic Service (Wireless) and Cellular Mobile Telephone Service:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Billing Performance (a) Percentage of Billing Complaints resolved with in four weeks (b) Period of all refunds /payments due to customers from the date of resolution of complaints	 (a) All billing complaints to be resolved within four weeks. (b) All cases of refunds or payments due to customers to be made within four weeks from the date of resolution of billing complaints.

3. Broadband Service:

Serial Number	Service Parameter	Time Limit for service request or redressal of complaint
(i)	Service Provisioning /Activation Time	All cases within fifteen days (subject to technical feasibility).
(ii)	Fault Repair / Restoration Time	Within three days
(iii)	Billing Performance (a) Percentage of Billing Complaints resolved. (b) Time taken for refund of deposits after closure	 (a) All billing complaints to be resolved within four weeks. (b) All cases of refund of deposits to be made within sixty days after closure.

b. Nodal Officer:-

- In case the consumer is not satisfied with the redressal of his grievance at the Call Centre level or in case the Call Centre does not attend to the complaint within the above time limit, he can approach the Nodal Officer for redressal of his grievance.
- All grievances received by the Nodal Officer with respect to fault repair, service disruption and disconnection of service to be got redressed within a maximum period of 3 days.
- Other grievances to be redressed by the Nodal Officer within a maximum period of 10 days of the registration of the grievance.
- Nodal officers to communicate within three days from date of the receipt of the complaint, the unique complaint number to the consumer.
- Intimate the consumer about their resolution or decision thereon within the time limit specified.

c. **Appellate Authority:-**

- In case the consumer is still not satisfied with the redressal of his grievance by the Nodal Officer or in case his complaint is not redressed by the Nodal Officer within the time limit specified or no reply is received regarding resolution of the complaint from Nodal Officer, he can appeal to the Appellate Authority for redressal of his grievance.
- Appellate Authority to decide every appeal within 3 months.

d. **Manual of Practice for handling consumer complaints:-**

- The service provider to publish a Manual of Practice for handling consumer complaints outlining the various provisions, time limits, benchmarks and procedures for seeking redressal of grievances including information which affects the consumers.
- The Manual to be available for reference at every office of the service provider, the Nodal Officer and the Appellate Authority; at the Call Centres, Sales outlets and Website of the service provider.
- A copy of the Manual or its abridged version (containing salient features such as terms ad conditions of service, contact details of Call Centre, the Nodal Officer and the Appellate Authority, procedure and time limit for redressal of grievances) to be provided by the service provider or his agent to each consumer at the time of his subscription for service.

e. **Providing usage details in respect of Pre-paid mobile connections:**

- On request from any consumer, the service providers have to provide information relating to the itemized usage charges showing actual service usage details in terms of call data records including value added services, premium rate services and roaming charges and their monetary value etc. at a reasonable cost but not more than the ceiling limit of Indian rupees 50 as prescribed in the regulation.

Telecommunication Consumers Education and Protection Fund Regulations, 2007

Establishment of a Telecommunication Consumers Education and Protection Fund by utilizing the unclaimed and unrefunded moneys of the consumers lying with the service providers is a novel concept, perhaps a unique one in the Telecommunication World.

Under various Directions or Orders issued by the Authority from time to time, a significant amount of money became due for refund to a large number of consumers but the same could not be refunded to them for different reasons by the concerned service providers. The Authority had asked the service providers to keep such money in separate accounts. The retention of such moneys, which actually belong to the consumers, by the service providers would amount to their undue or unjust enrichment. After considerable deliberations, the Authority was of the strong view that there should be an institutionalized mechanism for utilizing such moneys for activities aimed at promotion of telecommunication consumers education and protection. Accordingly, in June, 2007, the Authority notified a regulation on telecommunication consumers education and protection fund prescribing the manner of collection and utilization of the unclaimed amount lying with the service providers in separate accounts.

All expenditure from the Telecommunication Consumers Education and Protection Fund shall be incurred on the recommendations of the committee, which, inter-alia, consist of the representatives of the service providers and the consumer organisations. The income from the fund shall be utilized for the following purposes:-

(a) to undertake programmes to educate the consumers of the telecommunication services about various measures taken by the Central Government or TRAI for protecting the interests of consumers of telecommunication services;
(b) to conduct studies and market research projects, either directly or through specialized agencies or institutions on matters relating to protection of the interests of consumers of telecommunication services;
(c) to organize seminars, symposia and workshops on the subject of consumer welfare and consumer education in the field of telecommunication.

Code of Practice for Metering and Billing Accuracy Regulation, 2006

TRAI has been regularly receiving many billing related complaints particularly from the mobile customers. For building confidence of the subscribers in the billing and call charging systems, the need for carrying out an audit of the metering and billing system of different service providers was felt. The auditing of the billing systems of mobile operators revealed that while the billing system being followed by various operators are comparable to the systems being deployed by major international players, some of the processes / procedure being followed by the mobile operators are the cause of customer complaint and consequent customer dissatisfaction.

As a follow up to the audit of the billing system of the mobile operators, the Authority developed a code of practice for metering and billing accuracy which was notified as a regulation called Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation in March 2006. As per the code of practice, before a customer is enrolled as a subscriber of any telecommunication service, he shall be provided detailed information relating to the tariff for using a particular service. Further, the service provider shall inform the customer in writing within a week of activation of service complete details of his tariff plan.

In addition to the above, the following information shall also be provided:

a. Quantity related information (eg. Charges for SMS message or kilobyte data transmitted).
b. Accuracy of measurement of time, duration and of quantity and also the resolution and rounding rules.
c. Contractual terms and conditions of supply, restriction and cessation of service.
d. Charges for value added services (eg. Download of content such as film clip or ring tone) or entry to an interactive service such as game.

This Regulation also provides for auditing of metering and billing system of the service providers through a panel of Auditors notified by the Authority. The audit will act as a deterrent and improve the billing system thereby reducing the incidences of inaccuracy.

Telecom Unsolicited Commercial Communications Regulations, 2007

The Authority has been receiving complaints from the consumers regarding telemarketing calls and unsolicited SMSs. Such calls and messages disturb the recipients, intrude into their privacy and impose a cost. Responding to the near hostile expressions of consumers with telemarketing, the Authority initiated a consultation process with all the stakeholders and came out with a comprehensive regulation called the Telecom Unsolicited Commercial Communications Regulations in June 2007 for putting in place a mechanism for curbing the unwanted telemarketing calls. The main features of the regulation are:-

- Establishment of a National Do Not Call Registry (NDNC registry) containing list of telephone numbers of the subscribers who do not want to receive Unsolicited Commercial Communications (UCC) / SMSs by National Informatics Centre (NIC), a Government Agency.
- Telephone subscribers (landline or cellular) who do not wish to receive UCC can register their telephone number with their telecom service providers for inclusion in the NDNC registry.
- An amount of Rs.500/- per call / message has been prescribed to discourage telemarketers who makes calls to numbers registered in Do Not Call list.
- The defaulter telemarketer could face disconnection of telecom service.

Regulations on Quality of Services (QoS)

Ensuring quality of telecommunication service by lying down standards of quality of service provided by the service providers and ensuring the quality of service by conducting periodical survey of such services so as to protect the interests of the consumers of the telecommunication service is an important function of TRAI. In pursuance of this mandate given to the Authority, it has notified several regulations on quality of telecommunication services. Out of these regulations, the regulation on Basic and Cellular Mobile Services and the regulation on Quality of Service of Broadband Services are of importance to the consumers.

The purpose for laying down the QoS Regulations is :-

i. To create conditions for consumer satisfaction by making known the quality of service, which the service provider is required to provide, and the user has a right to expect.

ii. to create transparency and monitorable standards in services through predetermined Quality of Service norms.

iii. to measure the Quality of Service 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. to generally protect the interests of consumers of telecommunication services.

Quality of Service of Basic and Cellular Mobile Services Regulation, 2005

The first regulation on Quality of Service of Basic and Cellular Mobile telephone services was notified in July 2000. A revised regulation was notified in July 2005. For basic service (wire line), the Regulation prescribes benchmarks for parameters such as provision of telephone, fault repair, rebate for faults pending beyond a prescribed period and promptness in attending to customer requests for shifts and closure , response time to customer for assistance, billing complaints and refund etc and customer perception of service.

For basic service (wireless) and cellular mobile telephone service, the regulation prescribes benchmarks for parameters such as call set up success rate, call drop rate, percentage of connection with good voice quality, service access delay, service coverage, response time to customer for assistance, billing complaints and refund etc and customer perception of service.

Broadband Services Regulations, 2006

The Regulation on Quality of Service of Broadband service notified in October 2006 also prescribes benchmarks for parameters such as service provisioning / activation time, fault repair/ restoration time, billing performance, response time to the customer for assistance, bandwidth utilization / throughout including broadband connection speed (download), service availability / uptime for all users, packer loss, network latency etc and customer perception of service.

Interaction with Consumer Organisations / NGOs

The Telecom Regulatory Authority of India does not have any office outside Delhi. In such a situation, it is often difficult for the Authority to understand the problems of the consumers across the country and the state of affairs of the telecommunication Services. Besides, the Authority follows a transparent approach while exercising its powers and discharging its functions. The best way to ensure transparency is to evolve a consultative approach in the discharge of its functions by involving the service providers, the consumer organisations etc. With this objective in view, the Authority notified the Regulation on Guidelines for Registration of Consumer Organisations / Non-Government Organisations (NGOs) and their interaction with TRAI in January 2001.

At present 28 consumer organisations / NGOs from different parts of the country are registered with TRAI. These consumer organisations referred to as 'Consumer Advocacy Groups' (CAGs) are expected to act as the eyes and the ears of the Regulator. The consumers can approach these organisations for necessary guidance in resolving their problems.

Public consultation and interaction with consumers / consumer organisations

Ensuring transparency while exercising its powers and discharging its functions is an important aspect of the functioning of the Authority. The Authority always comes out with consultation papers before proceeding to notify any regulation, order or before making any recommendation to the Government on any issues. The consultation papers are put on TRAI's website inviting comments of all the stakeholders, including the general public. The consultation papers are discussed in different parts of the country on pre announced dates. The Authority expects the participation of consumers in such consultation meeting.

The full text of the all tariff orders, directions and regulations is available on TRAI's website **www.trai.gov.in.**

The readers are advised to visit TRAI's website or obtain copies of the published gazette notifications for full details of these orders and regulations. The consumers have to educate themselves and become aware of the initiatives taken by the TRAI to protect their interest so that they are able to assert their rights and pursue remedies.

Broadcasting and Cable Services

The broadcasting and Cable TV Industry in India had grown in unorganized manner over a decade and half without an effective regulatory framework to protect the interests of consumers. The major problems faced by the consumers were absence of choice of channels or operators, arbitrary increases in monthly cable bills, absence of code /regulations regarding the quality of service etc. Thus there was a need for a regulatory framework to address the issues relating to consumer interests, while at the same time ensuring growth of the sector. The Government, therefore, through a notification-dated 9.1.2004, entrusted the responsibility of regulating the broadcasting and cable services to TRAI. Since then TRAI has taken a number of initiatives to protect consumer interests.

In order to provide immediate relief from arbitrary increases in cable charges, the cable rates were frozen at the level prevailing on 26.12.2003 through a tariff order on 15.1.2004.

Other major consumer centric initiatives taken by TRAI are listed below:-

- A comprehensive tariff order was issued on 1.10.2004, which not only preserved the sanctity of ceiling on cable charges on the existing channels but also provided that new pay channels cannot form part of existing bouquet of channels. This was intended to give choice to the consumers indirectly through the operators.
- The interconnect regulations of 10.12.2004 (as amended) provided for a public notice of 21 days to be given by the service providers before disconnection of a channel so that the consumers are not taken by surprise and get time for pursuing remedial measures. These regulations also provided for non-discriminatory access to content across different delivery platforms (cable, DTH, IPTV etc). This will promote competition and provide greater choice to consumers.
- A framework for increase in cable charges on annual basis based on movement of wholesale price indices was provided in order to prevent arbitrary increase in rates of channels.

CAS area specific initiatives

The human endeavour to find solutions to the problems faced by the sector has led to the recent transition to Conditional Access System (CAS) in cable TV and to DTH in satellite TV. CAS essentially means encrypting the pay channels so that only those who wish to watch a particular pay channel by paying for it will be able to access it with the help of a set top box. At the same time, the free to air channels can be seen without set top box, which would enable even poorer sections of the society to get entertainment on TV. The regulatory framework laid down by TRAI has led to successful implementation of CAS in parts of the three metros of Delhi, Mumbai and Kolkata with effect from 31.12.2006. CAS was already in operation in Chennai since September 2003. The quality of service regulations issued by TRAI mandate certain level of service which a consumer can get from his cable operator. The regulation ensures:

- Ultimate choice and total transparency through introduction of addressability,
- Removal the barriers of entry.
- Smooth roll out of CAS in the three cities.
- Better implementation in Chennai.

The tariff and quality aspects of the Regulation are:-

Tariff Related

- Ala carte choice of pay channels at a maximum retail price of INR* 5 per channel per month. (excluding taxes). No compulsion to take bundle of channels.
- Set Top Box not mandatory for watching free to air channels. Maximum charges for Free to Air channels not to exceed Indian Rupees (INR) 77(excluding taxes) per month. Set top box made available for as low a deposit as INR 250 with monthly rental of INR 45, or INR 999 with a monthly rental of INR 30 through a mandatory standard tariff package.

Quality of Service related

- Multi system operators (MSO) to provide application forms containing details (either as part of application or as attachment)
  - Procedure for handling complaints
  - Policy for rebates in case of no signals
  - Obligations of cable operator / MSO, to ensure quality of service.
  - Parameters of quality of service standards prescribed by the Authority.
- Request for connection to be responded within 5 working days and connection to be given within 2 days of completion of formalities.
- All complaints to be registered and a complaint number to be allotted and to maintain records of the complaint.

*INR- Indian National Rupee

- Customer service center or help desk to be maintained.
- Time lines for redressal of complaints on signals, billing and set top box.
- Adequate notice before disruption in service due to preventive maintenance
- Monthly billing with itemized details made compulsory.
- Adequate notice to be given before disconnection

The State Governments have nominated Nodal Officers to ensure smooth implementation of CAS. The consumers can also approach the Nodal Officer for any guidance or complaints or contact him on toll free numbers.

Enforcement

The Cable Television (Networks) Regulation Act 1995 ("Cable Act") provides that the District Magistrates, Sub Divisional magistrates and Commissioners of Police will act as Authorised Officers for taking action in cases of violation of Cable Act. Violations of orders and regulations issued by TRAI can be brought to TRAI's notice for appropriate action. In cases of disputes between consumers and service providers the matter can be taken to District Consumer Disputes Redressal Forums in case of individual disputes and to Telecom Disputes Settlement and Appellate Tribunal (TDSAT) in cases of complaints by a group of consumers.

Common Charter of Telecom Services

Under the aegis of TRAI, the service providers and consumer advocacy groups agreed upon a common charter of Telecom Services. The various parameters in the Common Charter of Telecom Services adopted by all service providers are given below:-

1. All Service Providers acknowledge the rights of citizens to have a free choice in selecting their Service Providers and agree to promote their services in the best spirit of competition and traditions of service to consumers.
2. All Service Providers agree to promote the consumers' right to education, choice, representation and redress.
3. All Service Providers assure that the privacy of their subscribers (not affecting the national security) shall be scrupulously guarded.
4. All Service Providers assure that their subscribers shall be entitled to interact with them, either personally or through their authorized representatives.
5. For information and education of subscribers, all Service Providers agree to inform their subscribers of the broad range of services offered, the individual plans available to them at any given point of time, the tariff rates applicable to each of these, their validity, terms and conditions, payment policies, the billing processes and procedures and the structure within the organization where information and clarification on consumer redress systems for complaints and billing disputes will be available with all their relevant contact numbers.
6. All Service Providers agree to arrange human interface with responsible company executives whose name and identity are made known during the process of disputes resolution in addition to arrangements like Customer Care Service through Call Centres.
7. All service providers agree to inform their subscribers on the reverse of each bill, their consumer grievance redress process with respect to fault complaints and billing disputes. They also agree to resolve the disputes as per the guidelines of TRAI issued from time to time.
8. All Service Providers agree to provide an applicant basic telephone connection within 7 days of registration, subject to technical feasibility and the mobile connection immediately subject to compliance of all required formalities by the subscriber.
9. All Service Providers agree to repair the faults within 24 hours of receipt of complaint from a subscriber, wherever technically feasible.

10. All Service Providers agree to ensure shifting of telephone connection within 3 working days within the same exchange, 5 working days for intra city and 30 working days for inter city exchanges and closure (disconnection) of telephone connection within 3 days, on receipt of a letter of request from the subscriber. An authenticated copy of the last telephone bill shall accompany the letter of request.
11. All Service Providers agree to provide in their bills related call and tariff details, payment procedures and list of points at which payments can be made by subscribers.
12. All Service Providers agree to register complaints in all areas of their service immediately, if delivered in person or by e-mail and within 24 hours on receipt of the complaint by post.
13. All service providers shall render service without discrimination to every citizen as per his eligibility defined below and who undertakes to pay all charges and deposits:
    " For the purpose of this clause, a citizen shall be defined as an individual above the age of 18 or an institution, NGO or business/service organization engaged in any activity which is permissible under the laws of the land".
14. All service providers agree to provide information on Directory Services and book complaints on toll free number for registering complaints.
15. All service providers agree to provide their subscribers satisfactory connectivity to their services and interconnectivity to the extent of their respective legal obligation under the relevant interconnection agreement and to ensure that subscribers do not suffer on account of poor service.
16. All service providers agree to levy reconnection charges as per the TTO or waive the same on their own discretion.
17. All service providers agree to allow emergency services like police, fire and ambulance for a period of 15 days during which incoming facility is allowed, if technically feasible, even after the telephone connection is suspended.
18. The subscribers agree to clear all dues within the specified time.
19. All Service Providers agree to achieve the minimum benchmarks prescribed by TRAI with respect to the quality of service and also commit themselves to improve upon the standards of service at different points of time.
20. Mutual courtesy and respect are the hallmarks of any durable relationship between the Service Providers and subscribers and both agree to abide by these principles.

Though this charter is non-justiceable, service providers agree to strive to adhere all the points contained in this charter and to make every effort to abide by the charter.

List of Consumer Organisations / NGOs Registered with TRAI

S.N.	Name & Address of Consumer Organisation /NGO	Name of the contact person /phone No.
1	Voluntary Organization in Interest of Consumer Education (VOICE), 441, Jangpura Mathura Road New Delhi110 014	Sh H.K.Awasthi,Manager Tele No. 24379079 / 80 Fax No. 24379081 Col R.N. Agarwal -(95-1202431955 e-mail: cvoice@vsnl.net, legal@consumer-voice.org
2	Consumer Care Society 593,24th Cross Banashankari II Stage, Bangalore 560070	Shri Ravindra Nath Guru Tele: 080 – 26713616 President: 26710450 rnguru@hotmail.com guru_ravindranath@yahoo.co.in
3	Bombay Telephone Users' Association Room No. 7, Petit, Municipal School Municipal Compound, Waterfield Road, Bandra West Mumbai – 400 050	Sh. Achintya Mukherjee Hon. Jt. Secretary Tele: 022- 26439292, M:09324939292 e-mail: btua2004@yahoo.co.uk, achnintya.mukherjee@gmail.com
4	Chandigarh Telecom District Telephone Subscribers Association (CTSA) House No.1339, Sector 15.Punchkula, Haryana	Shri R.K.Verma, President, Tele: 0172-4640464, Mobile 09815183408 e-mail: ctsaregd@yahoo.co.in
5.	Grahak Sahayak Gurgaon B-6/6,DLF City,Phase I, Gurgaon 122 002, Haryana	Col.Suresh Bhatia , Hon. Gen Secretary Tele 0124- 4051570 e-mail: hnh@airtelbroadband.in
6	Surya Foundation 170, Sectora-A, Pocket-C Vasant Kunj New Delhi 110 070	Shri M.P. Agarwala Tele : 26893464, 9810231049
7	Citizen consumer and Civic Action Group, No.9 (Old No.5),II Street, Padmanabha Nagar Adyar, Chennai- 600 020	Ms Shohba Iyer, Deputy Director Tele: 044- 24460387, 9840709333 Fax: 4914358 cag.India@gmail.com
8	Consumer Guidance Society of India, J. Block, Azad Maidan, Mahapalika Marg, Opp. Cama Hospital, Mumbai 400 001	Chairman Tele: 022-262 16 12, A.V.Shenoy: 23877902, M: 09869008409 e-mail: av-shenoy@vsnl.net
9	Consumer Protection Council 501/B, 5th Floor" Shaily", Opp. Loha Bhavan Navrangpura, Ahmedabad 380 009, Gujarat	Ms. Usha Sanghavi, Hon. Secratary Tel : 079- 27541472, Fax: 27542371 E_Mail : cpc_ahmedabad@hotmail.com
10	Consumer Protection Association Jai Somnath, Himmat Nagar Sabarkantha, Gujarat 3833001	Dr. Niranjan Nath, President Tele: 02772- 240636, 0942821340 Knj1345@rediffmail.com

S.N.	Name & Address of Consumer Organisation /NGO	Name of the contact person /phone No.
11	Orissa Consumers' Association Debajyoti Upobhokta Kalyan Bhavan, Biswanath Lane, Cuttack-753 002, Orissa	Shri K.N. Jena, Gen. Secretary Tel: 0671-2368644 e-mail: knj1345@rediffmail.com
12	Kerala Consumer Service Society 'Nandanam', Ranadive Road. Edapally Kochi - 682 024, Kerala	Dr. T. Balachandran, President Tel: 0484-2330170 e-mail: balachandrant@vsnl.net
13	Balakedarara Vedike(R) Consumers' Forum Brasam Building Nehru Maidan SAGAR-577 401, Karnataka	Shri K.N. Venkatagiri Rao, Secretary Tel: (08183)-226473/ 237717 / 227465, 09480058303 e-mail: arlambodra@rediffmail.com
14	All India Chamber of Consumers 64/2/3, Grahak Bhavan Begbera Colony Jamshedpur 831 002, Jharkhand	Shri B.N. Pandey, General Secretary Tel: 0657-2494671 e-mail: chamber-consumers@rediffmail.com
15.	Consumer Coordination Council A20-21, NITS Building, Institutional Area, Sector 62,, NOIDA	Chairman Ph . 95120-2404273, 09811044424 E_Mail : ccdel@del3.vsnl.net.in
16.	Akhil Bhartiya Upbohkt Congress 133, Rose, Platinum Park, Mata Mandir, Bhopal – 462 003	Shri B.S. Sharma Regional President Tele: 0755-2772286, 09425030416
17.	Federation of Consumer Association West Bengal Premlata, Room No 701, 39, Shakespeare Sarani 7th Floor, KOLKOTTA – 700 017	Ms. Mala Banerjee, President Tele Fax: 033- 22805927, 09831046377 e-mail: fcawb@cal2.vsnl.net.in
18.	Telecom Users Group of India G-4, IIrd Floor, NDSE Part II, New Delhi – 110 017	Shri Anil Prakash ,President, Tel- fax: 011-26266364 e-mail: anilprakash@yahoo.com
19	Palakkad District Consumers Association KITS College, Court Road Palakkad - 678001, Kerala	Shri PA Surendran, General Secretary Tel: 0491-2522320, 09446059952 Fax: 0491- 2569952 e-mail: surendranpdc@rediffmail.com
20	Consumer Unity and Trust Socity D-217, Bhaskar Marg Bani park, Jaipur – 302016, Rajasthan	Shri S M Mathur, Secretary Tel: 0141-2282482, 2282821 e-mail: c-cier@cuts.org

List of Consumer Organisations/ NGOs

S.N.	Name & Address of Consumer Organisation/ NGO	Name of the contact person /phone No.
21	Consumer Guideance Society D No 56-11-13/1 1st floor, Sri Devi Complex, YVR Street, Opp Donka Road Patamata,Vijayawada- 520010, Andhra Pradesh	Ch Divakar Babu, Secretary Tel: 09440390370, 0866-2583249/2543258 e-mail: consumersociety@yahoo.com
22	Consumer Rights, Education & Awareness Trust 239, 5th C Main, Remco Layouot, Vijayanagar, BANGALORE – 560 040	Shri Y.G. Muralidhara, Secretary Tel: 080-23357280/2340317, 09448145170, Fax:080- 23303973 e-mail: creatorg@sify.com
23	Federation of Consumer Organizations – Tamil Nadu & Pondicherry, S-1, Beacone Street, Mylapore, CHENNAI – 600 00, Tamil Nadu	Prof. P. Duraisingam, Chairman Tel: 04564-228448 Fax: 228448/ Cel:09443381816 e-mail: fedcotdurai@yahoo.com
24	PTC India Foundation Suite 306-307, Competent House 7, Nangal Raya Business Centre NEW DELHI – 110 046	Air Commodore (Retd). N.K. Chhibber, Secretary General Teel: 011- 28522640, 28521854 Fax : 28521854,28522640 e-mail: ptcif@vsnl.com
25	Rajkot Saher/Jilla Grahak Suraksha Mandal, 329, Popatbhai Sorathia Bhawan, Sadar Bazar, Rajkot – 360001	Smt. Ramaben Mawani, President Tel: 0281-2471122, 3041329, Fax: 2471122 e-mail: mawaniramb@sancharnet.in
26	Bharat Jyoti Arushi House, 16/25, Sarojini Naidu Marg, Lucknow – 226001	Shri Vijay Acharaya Founder President & Director General Tel: 0522-2235880, 0522-2237899
27	Citizen's Awareness Group 2812, Sector 38-C, Chandigarh	Shri Surinder Verma, President, Tel: 0712-2692147, 09417008805 e-mail: contact@cagchandigarh.org
28	Consumer Association of Pondicherry MIG – 15, Housing Board, Kurumbapet Pondicherry – 605009	Shri P Muthukrishnan, Gen. Sectretary Tel: 0413-2271429, 09443274234 e-mail: muthu_con@satyam.net.in
29	Gram Vikas Parishad Rangaloo P.O. Jumarmur Via Kothiatoli Distt. Nagaon -782427 (Assam)	Shri S U Ahemad, Gen. Secretary Tel: 03672-257382, 09435060538 Fax: 03672-253140 e-mail: sirajuddin_79@hotmail.com

List of Consumer Centric Telecommunication Tariff Orders , Directions & Regulations

A. TARIFF ORDERS

1. Telecom Tariff (13th Amendment) Order dated 1.5.2001 (Regulatory Guidelines for prepaid subscribers).
2. Telecom Tariff (30th Amendment) Order dated16.01.2004 (incoming calls during full validity).
3. Telecom Tariff (31st Amendment) Order dated 07.07.2004 (protection against hike in tariff).
4. Telecom Tariff (43rd Amendment) Order dated 21st March 2006 (guidelines on tariff plans with longer validity including lifetime tariff plans).
5. Telecom Tariff (44th Amendment) Order dated 24th January 2007 (Reduction in tariffs for roaming services).

B. DIRECTIONS

1. Direction No.411-5/98-FN dated 8.1.2001 (Registration of Subscribers and provision of Telephones without discrimination).
2. Direction No.411/5/98-FN dated 20.11.2001 (Provision of telephone connection).
3. Direction No.303-11/2003-TRAI (Eco) dated 16th January 2004 (Carrying forward of unused balance of prepaid subscribers).
4. Direction No.101-3/2003-MN (Pt.II) dated 3.3.2004 (Offer of Voice Mail Service without consent of mobile subscribers).
5. Direction No.305-8/2004-QoS dated 3.5.2005 and No: 310-5(2)/2005-Eco dated 12.09.2005 (Restrictions on provision of chargeable value added service to mobile and internet service subscribers).
6. Direction No.305-8/2004-QoS dated 3.5.2005 (Publishing of information relating to premium rates services).
7. Direction No.301-27/2005-Eco dated 27.6.2005 and 7.6.2006 (Credit limit for postpaid subscribers).
8. Direction No.305-8/2004-QoS dated 29th June 2005 (Supply of complete details of tariff plan on activation of service).
9. Direction No.303-1/2004-Eco dated 8th July 2005 (Refund of security deposit).
10. Direction No.303-6/2006-QoS dated 29.08.2006 (Issue of docket numbers for customer complaints and termination of service).
11. Direction No.301-49/2005-Eco dated 16.09.2005 (Tariffs plan with misleading titles).

C. REGULATIONS

1. Telecom Consumers Protection and Redressal of Grievances Regulations 2007 (3 of 2007) dated 4th May 2007.
2. Regulation on Quality of Service of Basic and Cellular Mobile Services, 2005 (11 of 2005) dated 1.7.2005.
3. Quality of Service of Broadband Service Regulation, 2006 (11 of 2006) dated 6th October 2006.
4. Quality of Service (Code of Practice for Metering and Billing Accuracy), Regulation 2006 (5 of 2006) dated 21st March 2006.
5. Telecommunication Consumers Education and Protection Fund Regulation 2007 (6 of 2007) dated 15th June 2007.
6. Telecom Unsolicited Commercial Communications Regulations, 2007 (4 of 2007) dated 5th June 2007.

The full text of all tariff orders, directions and regulations is available on TRAI's website **www.trai.gov.in.**

DISCLAIMER

The information contained in this handbook is general in nature, condensed from the original telecommunication tariff orders, directions and regulations. The full text of these telecommunication tariff orders, directions and regulations are available on TRAI's website **www.trai.gov.in.** The users may refer to the text of telecommunication tariff orders, directions and regulations as published in the Gazette of India / TRAI's website before taking any legal recourse.

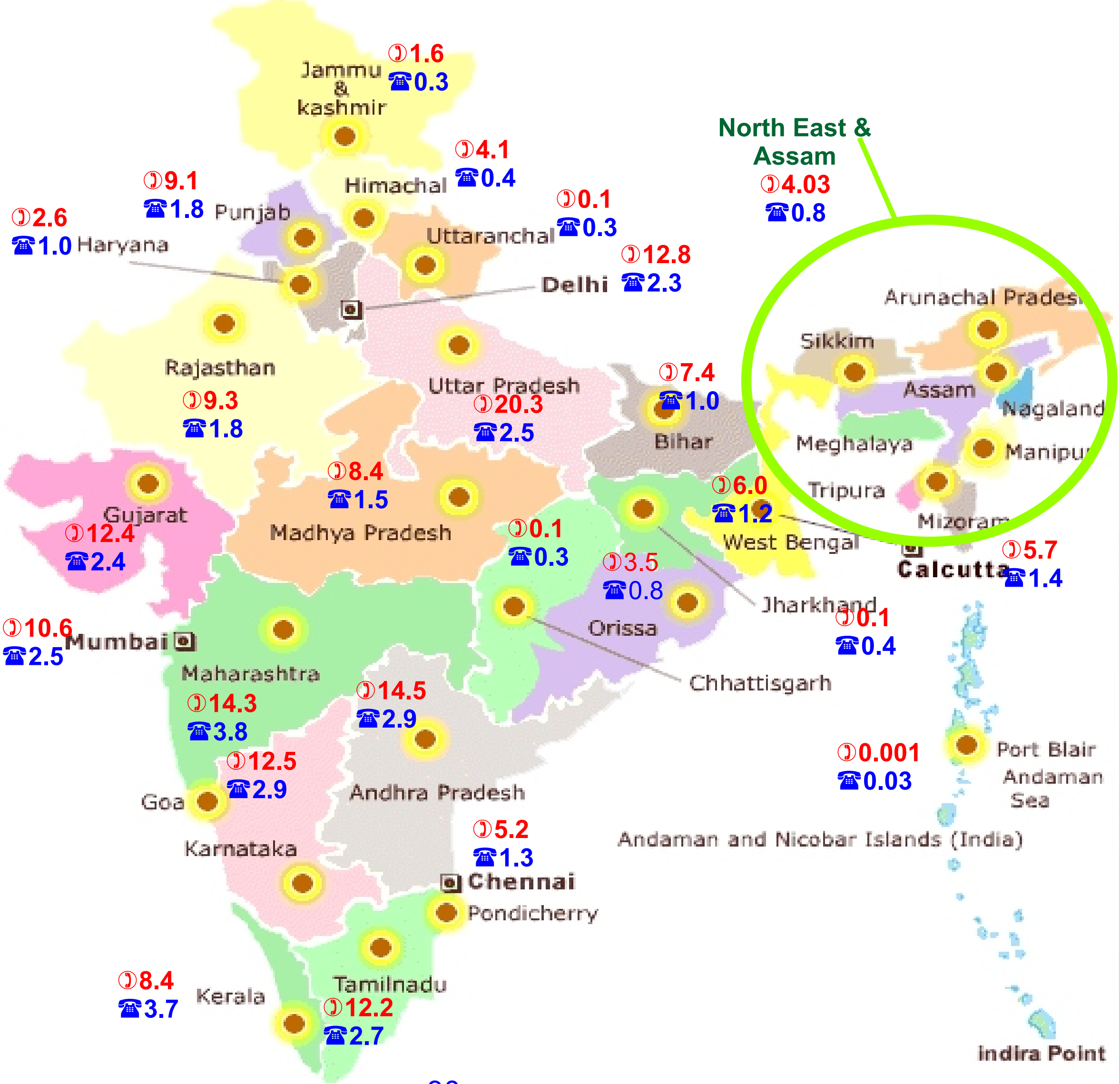
Service Area / Circle Wise Subscriber Base

Subscriber Base as on 30.6.2007 (in Millions)				
S.N.	**Service Area/ Circle**	**Wireline**	**Wireless**	**Total**
1	Andaman Nicobar	0.03	0.001	0.031
2	Andhra Pradesh	2.9	14.5	17.4
3	Assam	0.5	2.6	3.1
4	Bihar	1	7.4	8.4
5	Chennai	1.3	5.2	6.5
6	Chhatisgarh	0.3	0.1	0.4
7	Delhi - NCR	2.3	12.8	15.1
8	Gujarat	2.4	12.4	14.8
9	Haryana	1	2.6	3.6
10	Himachal Pradesh	0.4	4.1	4.5
11	Jammu & Kashmeer	0.3	1.6	1.9
12	Jharkhand	0.4	0.1	0.5
13	Karnataka	2.9	12.5	15.4
14	Kerala	3.7	8.4	12.1
15	Kolkatta	1.4	5.7	7.1
16	Madhya Pradesh	1.5	8.4	9.9
17	Maharashtra	3.8	14.3	18.1
18	Mumbai	2.5	10.6	13.1
19	North East-I	0.2	1.4	1.6
20	North East-II	0.1	0.03	0.13
21	Orissa	0.8	3.5	4.3
22	Punjab	1.8	9.1	10.9
23	Rajasthan	1.8	9.3	11.1
24	Tamilnadu	2.7	12.2	14.9
25	UP (East)	1.5	11.4	12.9
26	UP (West)	1	8.9	9.9
27	Uttaranchal	0.3	0.1	0.4
28	West Bengal	1.2	6	7.2
	Total	**40.03**	**185.23**	**225.26**

Telecom Service Areas of India

INDIA: A Country Leaping in Telecom Growth

India is second most populated country in the world. It is having total geographical area of about 3,287,590 sq km. Population of India is about 1.12 billions. India is having very rapid growing market for telecom. At present (August ,2007), there is addition of about six millions mobile telephones on an average every month. India is divided into 23 telecom service areas/ circles covering the entire country. India has the forth largest telecom network in the world with a subscriber base of 225 millions.



No of Mobile subscribers in Millions
☎No of Fixed line subscribers in

Telecom Regulatory Authority of India (TRAI)


भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA