

**GOVERNMENT OF INDIA
MINISTRY OF INFORMATION AND BROADCASTING**

**LOK SABHA
STARRED QUESTION NO. * 17
(TO BE ANSWERED ON 21.06.2019)**

DTH Rules

***17 SHRI M.K. RAGHAVAN :**

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government is aware that the recently introduced DTH rules have not been well accepted by the TV users, if so, the details thereof and the reasons therefor;
- (b) whether the majority of the consumers end up paying more contrary to what the TRAI has been propagating, If so, the details thereof; and
- (c) the measures proposed to be taken to ease the situation and help the consumers with reduced bills along with other user friendly options in the pipeline?

ANSWER

**THE MINISTER OF ENVIRONMENT, FOREST AND CLIMATE CHANGE AND
MINISTER OF INFORMATION & BROADCASTING
(SHRI PRAKASH JAVADEKAR)**

(a) to (c) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF THE LOK SABHA STARRED QUESTION NO. *17 FOR ANSWER ON 21.06.2019

(a) The Government is aware that the Telecom Regulatory Authority of India (TRAI), to ensure orderly growth of the sector and after due consultation process, notified the new Regulatory Framework for Broadcasting and Cable Services. The display of prices of all channels on Electronic Program Guide (EPG) and choice to consumers to choose channels which they want to view and pay only for that.

(b) As reported by TRAI, the analysis of preliminary data of few large DPOs reflects actual savings by subscribers to the tune of 10 to 15% in Metro cities and between 5 to 10% in Non - Metro areas after implementation of new regulatory framework. A few cases of a marginal increase in prices of multi TV homes where a consumer has more than one TV connection have been reported.

(c) The TRAI has taken various measures to ease the consumer concern as below:

- Provision of consumer corner and subscriber corner on the websites of services providers for the purpose of generating consumer awareness and to provide all required information at one place.
- Provision of Consumer Care Channel on TV at Channel No.999 for providing all the information related to TV services by the service providers.
- Call Center established by TRAI for addressing consumer complaints.
- Service providers have created their website and APPs.
- Consumers can also provide their choice to call center of service providers and through their local cable operators.
- TRAI has developed the My Channel Selector Application which enables consumers to select the channels of their choice and assess their monthly bill.
- TRAI has issued several directions, notices to service providers for addressing the concerns of the consumers and effectively implementing the new regulatory framework.

- Numerous advertisements have been published in the Print and Electronic Media in various languages to make consumers aware about the various ways to exercise options and specifically highlighting the most easy way to choose their channels, sitting in front of TV. Several videos have been developed and uploaded on TRAI website and other social media platforms.
- TRAI has uploaded on its website, FAQs on new regulatory framework, which are based on the clarifications and queries on various common issues generally sought by the consumers.
