

**GOVERNMENT OF INDIA
INFORMATION AND BROADCASTING
LOK SABHA**

UNSTARRED QUESTION NO:1860

ANSWERED ON:09.03.2010

VIOLATION BY DTH OPERATORS

Adsul Shri Anandrao Vithoba; Dharmshi Shri Babar Gajanan

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

(a) whether presently Direct to Home (DTH) service subscribers in the country are unable to switch service providers due to incompatibility of Set Top Box (STB);

(b) if so, the details thereof along with the steps taken by the Government in this regard;

(c) whether DTH service providers are not complying with the directives of the Telecom Regulatory Authority of India (TRAI) concerning the benefits to be offered by them to the consumers; and

(d) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING (SHRI C. M. JATUA)

(a) & (b) : With adoption of different technologies by DTH Service providers certain difficulties were felt in ensuring technical compatibility and effective interoperability of Set Top Boxes among different DTH service providers. Telecom Regulatory Authority of India (TRAI) was therefore required to furnish its recommendations on the issue. TRAI in its recommendations on "Interoperability and other issues relating to DTH Service" has recommended that in spite of certain problems in implementation of technical interoperability of DTH Set Top Boxes, the provisions in this regard need to be retained. TRAI has also recommended that the issue of revision of standards for DTH STBs be taken up with Bureau of Indian Standards (BIS) so that standards laid down are updated for advanced technologies. TRAI also recommended that in case of revision of specifications such revisions should be made applicable prospectively to new subscribers, and the licensee will have a transition period of six months from the date of such revision to ensure full compliance with the revised specifications for the new subscribers. The existing operators had expressed their disagreement in making the revised specifications applicable to them. BIS has been examining the revision of standards for STBs. The Ministry is in process of taking a final view.

(c): Quality of Service regarding DTH Service are at present regulated by the Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007 as amended. TRAI has informed that there is no case in which directives of TRAI have not been complied with by the DTH Service providers.

(d): Does not arise.