

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

UNSTARRED QUESTION NO:2287  
ANSWERED ON:05.12.2014  
REGULATION FOR CABLE OPERATOR  
Hari Shri G.

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

- (a) whether the Telecom Regulatory Authority of India (TRAI) is planning to levy financial disincentives on cable operators for failing to provide proper bills and receipts of payments to subscribers of Digital Accessible Cable TV systems;
- (b) if so, the details thereof;
- (c) whether the failure to maintain proper accounts by Multi Systems Operators and Local Cable Operators as per the prescribed norms is not only inconveniencing consumer but also contributing to revenue loss by way of taxes for the Government; and
- (d) if so, the details thereof and corrective measures taken by the Government in this regard?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING (COL RAJYA VARDHAN RATHORE (Retd.))

(a) to (d) The Telecom Regulatory Authority of India (Authority) notified the Standards of Quality of Service (Digital Addressable Cable TV Systems) Regulations, 2012, laying down, amongst others, quality of service (QoS) norms, to be adhered to by the service providers, which include the norms for billing of subscribers of Digital Addressable Cable TV Systems, issue of receipt for every payment made by a subscriber etc.

In order to protect the interests of the consumers, ensure transparent business practices and promote efficiency in the operations of cable TV services, the Authority has proposed to amend the regulations to incorporate provisions for levying of financial disincentives on non-compliant Multi-System Operators (MSO) and Local Cable Operators (LCOs). Accordingly, TRAI has released, on 28.08.2014, a draft amendment regulation namely "the Standards of Quality of Service (Digital Addressable Cable TV Systems) (Amendment) Regulations, 2014" seeking comments of the stakeholders. The matter is currently under consideration of the Authority.

The Government's decision to digitize the Cable TV network is an enabler to protect the interests of consumers and for Government to realize designated revenue from the sector.