

Information Note to the Press [Press Release No. 57/2022]

For Immediate Release

TELECOM REGULATORY AUTHORITY OF INDIA

Consumer survey in respect of "Tariffs of Telecommunication Services & related issues".

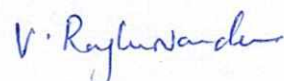
New Delhi, 29th August 2022: The Telecom Regulatory Authority of India (TRAI), New Delhi, is conducting Consumer Survey in respect of "Tariffs of Telecommunication services & related issues" via online/offline mode during the month of September, 2022 for the regulatory purposes .

2. The survey agency namely M/s Academy of Management Studies (AMS), 3rd Floor, Block A-153, Sector-8, Dwarka, New Delhi-110075 has been entrusted by TRAI to carry out consumer survey on tariff across four Licensed Service Areas (namely, Andhra Pradesh, Bihar, Delhi and Gujarat) in accordance with the provisions of the tariff orders, regulations and directions issued by TRAI, from time to time.

3. The objective of the Survey is three-fold from consumer perspective. Firstly, to understand the consumer views on tariff offerings secondly, to gauge the awareness and efficacy of regulatory provisions related to consumer protection and thirdly, to understand the efficacy of transparency framework in publishing of tariff offers or in advertisements given by the Telecom Service Providers. The survey questions are centered around four set of issues , namely whether tariff offerings are easy to locate , easy to understand , whether tariffs on offer meet consumers requirement and awareness about extant consumer protection measures .

4. The survey is to cover telecom subscribers of Wireline/wireless telephony segment as well as Wireline/Wireless broadband service provided by access service providers and stand alone Internet service providers, residing in rural as well as urban areas . The survey method would involve both face-to-face & telephonic interactions.

5. In case of any clarification, Shri Kaushal Kishore, Advisor (F&EA)-1,TRAI may be contacted at email id: advfea1@traigov.in or at Telephone Number +91 11 23230752.



(V Raghunandan)
Secretary, TRAI