

Dispute Resolution Mechanism in Telecom Sector in India

MTNL Mumbai

Telecom Operators working in Mumbai

- Basic Service Operators (BSO/UASO)
 - Mahanagar Telephone Nigam Ltd(MTNL)
 - Reliance Infocomm Ltd(RIL)
 - » Migrated to UAS License from Basic.
 - Tata Telesevices(Maharashtra) Ltd(TTML)
 - » Migrated to UAS License from Basic.
 - Bharati Cellular Limited(BCL)
 - » Migrated to UAS License from cellular..

Telecom Operators working in Mumbai

- Cellular Mobile Service Providers
 - Hutchison Telecom Ltd(HTML)- Orange
 - BPL Mobile communications Ltd
 - MTNL
 - Bharati Cellular Limited(BCL)
 - » Migrated to UAS License.

Telecom Operators working in Mumbai

- National Long Distance Operators (NLDO)
 - BSNL
 - Bharati(BTSOL)
 - Reliance Infocomm Ltd.

Telecom Operators working in Mumbai

- International Long Distance Operators(ILDO)-
 - VSNL
 - Bharati(BTSOL)
 - Reliance Infocomm Ltd.
 - Data access(India) Limited

Role of TRAI

- TRAI act 1997 and subsequent amendment in 2000 defined the role of TRAI to make recommendations, either suo moto or on a request from the licensor, on the following matters, namely:-
 - (i) need and timing for introduction of new service provider;
 - (ii) terms and conditions of license to a service provider;
 - (iii) revocation of license for non-compliance of terms and conditions of license
 - (iv) measures to facilitate competition and promote efficiency in the operation of telecommunication services so as to facilitate growth in such services.

Role of TRAI

- TRAI act 1997 and subsequent amendment in 2000 defined the role of TRAI to
 - (v) technological improvements in the services provided by the service providers
 - (iv) type of equipment to be used by the service providers after inspection of equipment used in the network.
 - (vii) examine the measures for the development of telecommunication technology and any other matter relatable to telecommunication industry in general;
 - (viii) monitor the efficient management of available spectrum;

Role of TDSAT

- By TRAI act amendment 2000, The Central Government had established an Appellate Tribunal to be known as the Telecom Disputes Settlement and Appellate Tribunal(TDSAT) to -
- (a) adjudicate any dispute -
 - (i) between a licensor and a licensee;
 - (ii) between two or more service providers;
 - (iii) between a service provider and a group of consumers:
- (b) hear and dispose of appeal against any direction, decision or order of the TRAI.

Telecom disputes

- Type of telecom disputes
 - **Between licensor & licensee**
 - Non compliance of license conditions
 - Roll out obligation
 - **Between two service providers**
 - Related to interconnection issues and agreement.
 - Damage of infrastructure due to developmental activities of other operators.
 - Related to IUC Billing.
 - Unauthorized use of resources like spectrum.

Telecom disputes

- Type of telecom disputes
 - **Between Service Provider & Consumer groups**
 - Quality of service.
 - Wrong/excess billing.

Other general issues.

- Other general issues:-
 - Charging issues.
 - The interference of frequency spectrum between operators.
 - GSM to CDMA.
 - CDMA to CDMA.
 - The default of IUC payment by Operators.

Thanks