

**Telecom Regulatory Authority of India**  
**16<sup>th</sup> Floor, Jawahar Vyapar Bhawan,**  
**1, Tolstoy Marg,**  
**New Delhi - 110001**

**No.411-5/98-FN**

**Date 8.1.2001**

**Directives To All Basic Service Operators**

Whereas, it has been brought to the notice of Telecom Regulatory of India that the customers' request for telephone connections are not being registered in accordance with their date of application and a Waiting List is not being maintained by some Private Basic Service Operators in an objective and non-discriminatory manner, and that the prospective subscribers customers are not being given their Registration Numbers as a proof of their demand being registered. As a consequence thereof, the prospective subscribers are not able to get their telephone connections, on a first come first serve basis, as required under the Regulations relating to Quality of Service (QOS) issued by the TRAI, and also in terms and conditions of the license granted to the Basic Service Operators.

AND WHEREAS, the Telecom Regulatory Authority of India has conducted an examination of the Registration Process of the Basic Service Operators (BSOs).

AND WHEREAS the Telecom Regulatory Authority of India is satisfied, on the basis of the examination, that prospective subscribers are facing difficulties on account of non availability of information, lack of transparency and uniformity in the Registration Process

AND THEREFORE, in exercise of powers vested in the Telecom Regulatory Authority of India under Section 11(1)(b)(v) and 13 of the TRAI Act 1997, the Authority hereby issues directions to the Basic Telephone Service Operators, in the following terms that they shall,

hereinafter:

i) strictly adhere to the Clause 2.3(i) Schedule B Part-I and clause 3.3(iv) of Schedule B Part-II of the License Agreement, i.e. every BSO has to provide telephone connections to the prospective subscribers on first come first served basis without any discrimination.

ii) not deny Registration for provision of telephone connections to a prospective subscriber on any account until directed by the Licensor in writing to so refuse. In case the provision of connection is not feasible for technical reasons beyond the control of licensee, then the licensee is expected to make arrangement for providing connections in such cases within a reasonable time in a non-discriminatory manner as per the Waiting List maintained in accordance with Clause 5, Annexure A of QOS Regulation issued by the TRAI on the 5<sup>th</sup> of July 2000.

iii) keep the Waiting List of prospective subscribers shall be provided strictly as per the priority in this Waiting List. This Waiting List should be accessible to all the Wait Listed applicants. The total number of Wait Listed prospective subscribers at the end of each quarter and the longest period for which an application for telephone connection has been pending in any the Local Area (SDCA), shall be intimated to the TRAI latest by the 7<sup>th</sup> day of the following Quarter so that the TRAI can monitor the performance of all Basic Service Operators in this regard.

iv) advertise, giving wide publicity, the address of the office / Customer Centers, where

- a) Registration forms are available, and
- b) A prospective subscriber can Register telephone service requests.

v) prominently display a copy of this Directive in their Customer Service Centres. Its contents should be fully made known to the public at large, specially during promotional and other marketing activities of the Operators