

**OFFICE OF COMMISSIONER OF EXCISE ENT. & LUXURY TAX**  
**GOVERNMENT OF NCT OF DELHI**  
**L&N BLOCK VIKAS BHAWAN : NEW DELHI**

Please find enclosed herewith a copy of the D.O. No.12-30/2008-B&CS-(V) dated 27.04.2009 received from the Secretary, Telecom Regulatory Authority of India alongwith its enclosures for placing the same on the departmental website

D.O. No. 12-30/2008-B&CS-(V)  
Dated: 27.04.2009

(E. RAJA BABU)  
ENTERTAINMENT TAX OFFICER

Encls: As above

The Computer Programmer, Depart. of Excise, Entt. & Luxury Tax, N.Delhi.  
U.O. No. F.13(8)/2008-09/1122 Dated : 26/5/09

TRAI has already issued Quality of Service (QoS) Regulations for cable TV services in CAS areas and non-CAS areas. These QoS Regulations pertaining to Cable TV services can be effectively implemented and monitored only with the coordinated efforts and co-operation of the Government at grass root level. These Regulations are available on our website [www.trai.gov.in](http://www.trai.gov.in) for easy reference. The Authority has deeply appreciated your consent to assist TRAI in its endeavor to protect consumers' interests by enforcing these QoS Regulations through the officers of the Government of N.C.T. of Delhi.

Accordingly, Order of delegation in respect of the Authorized officers as defined in the Section 2(a) of the Cable Television Networks (Regulation) Act, 1995 is attached with the letter.

The power to call upon service providers to furnish information under clause (a) of sub-section (1) of section 12 of the TRAI Act, 1997 may only be utilized in in respect of the compliance with the provisions of Quality of Service Regulations. After examining the information so collected, if the delegatee officer prima facie arrives to a conclusion that there

(E-Trail):

4-5-09

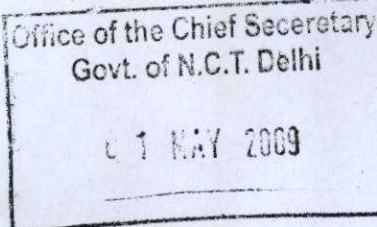
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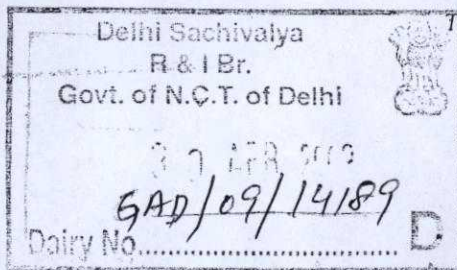
सत्यमेव जयते



भारतीय दूरसंचार विनियामक प्राधिकरण  
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,  
(पुराना मिनटो रोड), नई दिल्ली-110002

**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), New Delhi-110002  
Tel. : 91-11-23237448, Fax : 91-11-23222816  
E-mail : rkarnold@traf.gov.in

आर.के. आर्नल्ड, भा.दू.से.  
**R.K. ARNOLD, I.T.S.**  
सचिव/Secretary



**D.O. No. 12-30/2008-B&CS-(V)**  
**Dated: 27.04.2009**

Dear Shri Mehta,

This is with reference to letter No. 13/08/08-09/ETO/Pa/lc/401 dated 31.12.2008 conveying consent for proposed delegation of powers under the Telecom Regulatory Authority of India Act, 1997 to the officers of the Government of National Capital Territory of Delhi for effective monitoring and implementation of quality of service regulations to the subscribers of cable TV services in N.C.T of Delhi.

2. TRAI has already issued Quality of Service (QoS) Regulations for cable TV services in CAS areas and non-CAS areas. These QoS Regulations pertaining to Cable TV services can be effectively implemented and monitored only with the coordinated efforts and co-operation of the Government at grass root level. These Regulations are available on our website [www.traf.gov.in](http://www.traf.gov.in) for easy reference. The Authority has deeply appreciated your consent to assist TRAI in its endeavour to protect consumers' interests by enforcing these QoS Regulations through the officers of the Government of N.C.T. of Delhi.

3. Accordingly, Order of delegation in respect of the Authorized officers as defined in the Section 2(a) of the Cable Television Networks (Regulation) Act, 1995 is attached with this letter.

4. The power to call upon service providers to furnish information under clause (a) of sub-section (1) of section 12 of the TRAI Act, 1997 may only be resorted to in respect of the compliance with the provisions of Quality of Service Regulations. After examining the information so collected, if the delegatee officer prima facie comes to a conclusion that there

Commr (E-Tax):

4-5-09

PA/CE/ELT.1429

Date

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P. nos.

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As at 'A' Also pl. put up on file

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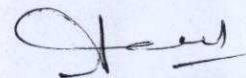
is alleged serious violation by the service provider with respect to the quality of service regulations issued by the Authority, he may refer the matter to the Authority for further appropriate action.

5. It is requested that the delegatee officers may be advised to furnish quarterly statements regarding cases handled by them under the delegated powers of TRAI as per attached proforma.

6. It is expected that with the delegation of enforcement and monitoring powers of TRAI, and with the constant efforts of the Government of N.C.T. of Delhi in enforcing quality of service regulations, the consumers will greatly benefit by getting quality cable TV services from the service providers in N.C.T. of Delhi.

*With kind regards,*

Yours sincerely,



(R.K. Arnold)

Encl.:

- (i) Order of delegation
- (ii) Proforma for quarterly statement

**Shri Rakesh Mehta, IAS**  
Chief Secretary,  
Government of N.C.T. of Delhi  
Delhi Secretariat,  
I.P. Estate,  
New Delhi - 110 002



**TELECOM REGULATORY AUTHORITY OF INDIA**  
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,  
(Old Minto Road), Delhi-110002.

Dated the 27th April, 2009

**ORDER**

**Subject:** Delegation of powers and functions under section 33 of the Telecom Regulatory Authority of India Act, 1997, to the authorised officers as defined in clause (a) of section 2 of the Cable Television Networks (Regulation) Act, 1995 in the National Capital Territory of Delhi.

**F. No. 12-30/2008-B&CS.** Whereas the Telecom Regulatory Authority of India established under the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) [hereinafter referred to as the Authority] has been entrusted discharge of certain functions, *inter alia*, to regulate the telecommunication services, protect the interests of service providers and consumers of the telecom sector, lay-down the standards of quality of service to be provided by the service providers and ensure the quality of service and conduct the periodical survey of such service provided by the service providers so as to protect interest of the consumers of telecommunication service;

2. And whereas the Government of India, in the Ministry of Communication and Information Technology (Department of Telecommunications), vide its notification No.39, --

(a) issued in exercise of powers conferred upon the Central Government by the proviso to clause (k) of sub-section (1) of section 2 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and

(b) published under notification number.S.O.44(E) dated the 9<sup>th</sup> January, 2004 in the Gazette of India, Extraordinary, Part III, Section 4,

has notified broadcasting services and cable services to be telecommunication services;

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3. And whereas the Telecom Regulatory Authority of India has, in exercise of the powers conferred by section 36, read with sub-clause (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), read with notification of the Government of India, in the Ministry of Communication and Information Technology (Department of Telecommunication) dated the 9th January, 2004 as referred to in the preceding paragraph, made various regulations as specified in Schedule to this Order, specifying, inter alia, standards of quality of service for the cable services with a view to protecting the interests of the consumers;

4. And whereas the Authority has felt the need to put in place an appropriate mechanism to ensure -----

(a) compliance in their respective networks by all service providers with the provisions of the regulations relating to quality of service as referred to in the preceding paragraph and specified in Schedule to this Order for the cable services, as applicable, in various parts of the National Capital Territory of Delhi;

(b) quick redressal of the complaints relating to non-compliance with the provisions of such regulations as reported by the consumers;

(c) timely investigation of complaints relating to contravention of the provisions of such regulations; and

(d) prompt action against the service providers for contravention of the provisions of such regulations as per the provisions of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

5. Now, therefore, in exercise of the powers conferred upon it under section 33 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) and with the concurrence of the Government of the National Capital Territory of Delhi as conveyed by its letter No. 13/08/08-09/ETO/Pa/lc/401 dated 31.12.2008, the Telecom Regulatory Authority of India



hereby delegates, to every authorised officer of the Government of the National Capital Territory of Delhi as defined in clause (a) of section 2 of the Cable Television Networks (Regulation) Act, 1995 (7 of 1995) (hereinafter referred to as delegatee officer), the following powers and functions under the Telecom Regulatory Authority of India Act, 1997 (24 of 1997), to be exercised within his local limits of jurisdiction, namely:-

(i) the functions relating to ensuring quality of service, as provided under sub-clause (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) to the extent of ensuring compliance by various service providers with the provisions of the regulations, as applicable, relating to quality of service as specified in Schedule to this Order; and

(ii) the power to call upon any service provider at any time to furnish in writing such information or explanation relating to its affairs as specified in clause (a) of sub-section (1) of section 12 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997);

Provided that the exercise of delegated powers by the delegatee officer under sub-clause (ii) above shall be limited to and shall be based on specific complaint of a consumer or complaints of consumers relating to the quality of service, in writing, received by such delegatee officer and shall be limited to the redressal of the complaint or complaints so received;

Provided further that the exercise of the delegated powers by the delegatee officer under this Order shall be subject to the condition that the Telecom Regulatory Authority of India shall have the power of overall supervision of the actions of the delegatee officer, including the power to amend, withdraw or supercede any of the orders or directions issued by the delegatee officer and such decision of Telecom Authority of India shall be final.

6. The Telecom Regulatory Authority of India may, at any time, modify the delegation of powers and functions made under this Order or withdraw this Order or make amendments to this Order in a manner consistent with the provisions of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997).

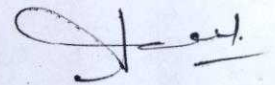


## **Schedule**

**(Appended to the Telecom Regulatory Authority of India's Order F. No. 12-30/2008-B&CS dated 27.04.2009)**

**List of Regulations made by the Telecom Regulatory Authority of India specifying  
standards of quality of service for the cable services  
(See paragraph 3 of the Order)**

- (1) The Standards of Quality of Service (Broadcasting and Cable services) (Cable Television - CAS Areas) Regulation, 2006 (8 of 2006).
- (2) The Standards of Quality of Service (Broadcasting and Cable Services) (Cable Television – Non-CAS Areas) Regulations, 2009 (1 of 2009).



**(R.K. Arnold)**  
**Secretary**

**To**

**The Authorised Officers  
(through the Government of the National Capital Territory of Delhi)**

**Copy to:**

- (1) Chief Secretary, Government of N.C.T. of Delhi, Delhi Secretariat, I.P. Estate, New Delhi – 110 002
- (2) The Secretary, Ministry of Information & Broadcasting, Government of India, Shastri Bhawan, New Delhi – 110 115



**Quarterly statement to TRAI for Quarter Ending .....**  
*(delegated powers under TRAI Act, 1997 for enforcement and monitoring of QoS regulations)*

**Name and Designation of Delegatee officer:**

**District:**

**State :**

Number of complaints brought forward at the beginning of the quarter (A)	Number of complaints received during the quarter (B)	Number of complaints resolved during the quarter (C)	Number of complaints forwarded to TRAI during the quarter (D)	Number of pending complaints at the end of the quarter (A+B-C-D)

**(Signature of the delegatee officer)**