

# TECHNOLOGY

## INSIGHT

TRAI Streamlines Billing Audits and Cracks Down on Overcharging

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India Blasts Off to New Heights with First Space Industry Standards

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TRAI Proposes Simpler Entry Process for India's Telecom Sector

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## TRAI Streamlines Billing Audits and Cracks Down on Overcharging

Telecom consumers in India can now breathe a sigh of relief, thanks to a new set of regulations released by the TRAI on September 11, 2023. These "Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2023" (QoS Regulations) put consumer protection at the forefront by:

- 1.Reducing unnecessary audits: Instead of four audits per year, telecom service providers (TSPs) will now be audited only once annually, reducing unnecessary burdens and streamlining the process.
- 2.Hitting overcharging where it hurts: To stop TSPs from overbilling, hefty upfront financial disincentives (FDs) will be imposed as a percentage of the overcharged amount. This puts the onus on TSPs to get it right the first time.
- 3.No more self-evaluations: The practice of TSPs self-evaluating before an audit is thrown out, ensuring fairer and more independent assessments.
- 4.Choice for TSPs: TSPs will now have more flexibility in choosing which areas are audited each quarter, allowing them to optimize their compliance efforts.
- 5.More time for data: Recognizing the complexity of call data analysis, the deadline for submitting raw data records to auditors has been extended from 15 to 30 days.
- 6.Proportionate penalties: Instead of a one-size-fits-all approach, graded FDs will be applied based on the extent of delays in submitting audit reports, ensuring penalties are fair and proportionate.

## India Blasts Off to New Heights with First Space Industry Standards

Get ready for India's next giant leap - a major step towards a safer, more reliable space program with the launch of the first-ever "Catalogue of Indian Standards for Space Industry"! This initiative, unveiled on September 14, 2023, by the Indian National Space Promotion and Authorisation Centre (IN-SPACe), Bureau of Indian Standards (BIS), and ISRO, is setting a new course for excellence in Indian space endeavors. This first volume has 15 standards which lay the groundwork for future volumes that will delve deeper into every aspect of the space industry from design and testing to production and maintenance.

This monumental effort signifies a commitment to:

- 1.Enhanced quality and reliability: By establishing clear benchmarks, these standards will ensure space missions are executed with utmost precision and efficiency.
- 2.Boosted confidence and competitiveness: Indian space companies can now operate with international best practices, paving the way for greater collaboration and success on the global stage.
- 3.A safer future for space exploration: These standards prioritize safety and environmental responsibility, laying the foundation for sustainable space exploration in the years to come.
- 4.With this pioneering initiative, India takes a giant leap towards its ambitious spacefaring goals. The future of Indian space exploration is looking brighter than ever!

## TRAI Proposes Simpler Entry Process for India's Telecom Sector

TRAI has issued recommendations on September 19, 2023, to encourage more players into India's telecom market, TRAI proposes slashing entry fees and unifying them across licenses like UL and UL(VNO). Replacing physical bank guarantees with electronic versions would also streamline the process. This simplified entry path aims to fuel competition and ultimately benefit consumers.



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