

## **Greetings!!!**

The telecom services have been recognized as an important tool for socio-economic development for a nation. It is one of the prime support services needed for rapid growth and modernization of various sectors of the economy. Indian telecommunication sector has undergone a major process of transformation through significant policy reforms, particularly beginning with the announcement of NTP 1994 and was subsequently re-emphasized and carried forward under NTP 1999. It defined certain important objectives, including availability of telephone on demand, provision of world class services at reasonable prices, improving India's competitiveness in global market and promoting exports, attractive FDI and stimulating domestic investment, ensuring India's emergence as major manufacturing and export base of telecom equipment and universal availability of basic telecom services to all villages. It is also announced a series of specific targets to be achieved by 1997. Latest NTP-2012 has been framed to facilitate the general public by making available affordable, reliable and secured telecommunication and broadband services across the nation. Driven by various policy initiatives, the Indian telecom sector witnessed a complete transformation in the last decade. It has achieved a phenomenal growth during the last few years and is poised to take a big leap in the future too.

The Telecom Regulatory Authority of India (TRAI) is a statutory body set up for regulating the Telecom and Broadcasting Sectors. TRAI was created by enacting the TRAI Act 1997 (as amended in the year 2000). This Act, along with the notification of the Government dated 9th January 2004, empowers TRAI to recommend conditions for entry of new telecom service providers as well as ensure compliance of

the terms and conditions of the license. Telecommunications Dispute Settlement and Appellate Tribunal (TDSAT) was set up to adjudicate any dispute between a licensor and a licensee, between two or more service providers, between a service provider and a group of consumers, and to hear and dispose of appeals against any direction, decision or order of TRAI. The Act also empowers TRAI to lay down the standards of quality of service and ensure compliance, specify the tariff policy and make recommendations. TRAI's scope of work also includes issues relating to telecom and cable tariff policy, commercial and technical aspects of interconnection, free choice and equal ease of access for the public to different telecom services, resolution of conflicts that may arise due to market developments and diverse network structures for various telecom services. TRAI also facilitates development of forums for interaction amongst service providers and interaction of the Authority with consumer organizations to promote consumer interest.

India will emerge as a leading player in the virtual world by having 700 million internet users amongst 4.7 billion global users by 2025, as per a Microsoft report. With the government's favourable regulation policies and 4G services hitting the market, the Indian telecommunication sector is expected to witness fast growth in the next few years.

This issue also presents a good number of articles on the cover story theme 'Strategic Cost Management in Telecom Sector' by distinguished experts and authors. We look forward to constructive feedback from our readers on the articles and overall development of the journal. Please send your mails at [editor@icmai.in](mailto:editor@icmai.in). We thank all the contributors to this important issue and hope our readers enjoy the articles.