

**No. 9/5/2011-BP&L(Pt)**  
**Government of India**  
**Ministry of Information and Broadcasting**  
**(BP&L Section)**

\*\*\*\*\*

New Delhi, dated the 6<sup>th</sup> May, 2013

To,

All the MSOs

Subject:- Overcharging by the MSOs for providing STBs to the consumers –  
regarding.

Sir,

I am directed to say that MSOs are primarily responsible for provision of Set Top Boxes (STBs) to the consumer through their associated LCOs. It has been reiterated by this Ministry in the Task Force meetings and exclusive meetings with the national level MSOs and Independent MSOs to ensure that the deadline of 31st March 2013 is met in these Phase II cities, without in any way creating difficulties to the consumers in regard to the availability of Set Top Boxes (STBs) at reasonable price. It was also expected from the Multi System Operators (MSOs) to offer STBs to the consumers on outright purchase, rental or hire purchase as per the convenience of the consumers.

2. However, it has come to the notice of this Ministry that the MSOs are providing STBs to the consumers on exorbitant prices arbitrarily thereby causing undue and avoidable hardships to the consumers. The control room set up by this Ministry to redress the grievance of the consumers has received several calls from different parts of the country complaining about this omission on the part of MSOs. Such an act of overcharging by the MSOs has been viewed seriously in this Ministry.

....Contd