

CREAT

Consumer Rights, Education and Awareness Trust

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CREAT:2012-13/TRAI/Vol.2

11th September 2012

Shri.Robert A.J.Ravi
Advisor (CA & QoS)
Telecom Regulatory Authority of India
New Delhi

Sir,
Greetings from CREAT

Sub: Comments on Standards of Quality of Service of Basic and Cellular mobile telephone services [Second Amendment]

With reference to the above we wish to inform you that as a consumer advocacy group we have been insisting TRAI to include a provision for payment of penalty/compensation in all the Quality of Service Regulations. However this was not considered by TRAI. Now that TRAI has included such a provision, we believe that service providers will improve their quality of service and also take the Regulations of TRAI seriously.

We completely agree with the amendments proposed by TRAI. However we suggest that the amount so collected by TRAI should be credited to CUTCEF or should be used to protect the interests of the telecom consumers. This point may be included in the proposed amendment.

Thanking you,

Yours Sincerely

Y.G.Muralidharan
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