Feedback on DCRA Framework

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		Clause/Para/Table/Figure No of the Draft		
Sr No C	Chapter of the Draft Manual	Clause No:- 23, Section:- VI:- No Exclusive arrangement with property manager for	Comments/Suggested/Modified Wordings For the initial period service provider may enter into an exclusive arrangement or tie up arrangement with any property manager for development or access of digital connectivity infrastructure in their property. The property manager will be responsible for providing equal access to all TSPs without any preferential treatment to the service provider with whom it has exclusive arrangenet for development of digital infrastructure in the building. The Property manager will also be responsible for ensuring market driven	Instification for Proposed Change The infrastructure may have special arrangement with a particular service provider, as often, not all service providers are willing to invest initially. In such cases, some exclusivity must be provided to the operator who takes business risks and invests in developing the digital infrastructure in the newly developed facility/building so as to ensure
1 S	Section IV, Page No:- 8	digital connectivity	commercial for any type of services.	return on investment and risk that service provider has taken
	Criteria Section VII, Point No:-8 Public WiFi Point No:-3.2, Page No: 20 (Hindi Version)	Clause No:-8, Service Performance-Secure Public WiFi Coverage and Public areas of property	User experience is to be included with higher weightage while rating any building from the digital connectivity perspective	There are two schools of thought on public Wi-Fi within private buildings. First Thought: While public Wi-Fi is an important aspect of connectivity globally, it has lost relevance in India due to the availability of pervasive and cheaper mobile data connectivity. Currently, there are very few public buildings where Public Wi-Fi is available. Initially, public Wi-Fi has revenue model on the lines of the Western world, where data is costly. However, with the cheapest mobile data in the world, public Wi-Fi has lost its business case in India, and mobile data will remain the dominant mode of connectivity in public buildings also. Hence, the availability of public Wi-Fi in buildings can be removed as one of the criteria for digital connectivity rating method. Second Thought: If we consider smart building services, IoT sensors, public utilities, and safety and security systems connected via public Wi-Fi, then it becomes important to have public Wi-Fi within the building. This is also significant if we are considering smart building connectivity from the digital connectivity rating point of view. The suggestion of not including user experience in the Digital connectivity rating framework may not be considered as user experience is the most important aspect of any service.
4 P	Part III- Sec 4 - Schedule 4	Legal and regulatory integration and stakehol	To enable 'Customer Voice', end user will have option of appealing to Apallet authity incase the services in the property are not in line with the DCRA rating.	While there are rights given to Property manager to use the rating for marketing and other purposes . There is no provision for 'Customer's Voice'. Somewhere a machanism is required where' Customer Voice' (end user experience / feedback) can be registered and acted upon . While the rating will be used for increasing salebility of the property , but end user experience may by different altogether. The issue of 'Customer's voice' needs to be addressed in the proposed framework of DCRA. There can be a provision of 'Appeleate' authority for addressing end user issues related with higher DCRA rating and poor end user services .
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