



Subject: **Draft(SecondAmendment)toTheTelecommunication(BroadcastingandCable)ServicesStandardsofQualityofServiceandConsumerProtection(AddressableSystems)Regulations2017**

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A LETTER FROM STAKEHOLDERS (Customer)

Some drawbacks of new regime being implemented by TRAI

1. Rs 153/- for FTA is UNNECESSARY , free channels should not be charged . However RS 50/- service charges may be taken from the customer if someone opts for free channels.
2. Dth/cable prices have shoot up by 2 to 4 times with less numbers of channels. Kindly note that TRAI's chairman Mr Ram sewak sharma had announced before implementation of new regime that DTH/Cable prices will come down in 3 months. Please note 6 months have passed still there is no reduction.
3. Selection of channels is very big headache and that is the reason companies are offering packages consist of unnecessary channels. Some channels are such a waste nobody watches them so to show more number of channels in package these waste channels are included.
4. There should be some software or program to add /delete channel for few days. It means whenever we want to add channel we can choose and program up to what duration channel will be continued.
5. I had sent complaint to you and tatasky for forceful conversion of my long term plans for my 10 ids , you must strictly give instruction/order to tatasky to provide me compensation by refunding money which I paid for annual pack which tatasky forcefully closed.
6. The price of any pay channel should not exceed rs 12/- as all channels are earning through huge advertisements so there must be limit for profitability.
7. The duration of advertising must be less than a minutes bcoz the big duration of advertising is a burden and harassment for the viewer.
8. There is very weird and irresponsible way/system for filing complaint to customer care and nodule officer . They don't give any complaint number. TRAI must issue guidelines so cable/dth companies can not fool the consumers.
9. When we send e-mail to dth companies they don't reply under thread pattern. There should be a thread system which is always there in mobile or landline telephony.
10. Whenever we make payments to tatasky there is no proper receipt system from tatasky . Even there is no account statement is available before 4 months.

I hope you will thoroughly go through my suggestions and take action.

Kindly resolve my personal issues with 10 tatasky id

Thanks

Sanjay Goyal

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