



Estb. & Regd. 1994

For Excellent Work In Consumer Protection, Three Time Awarded and Honoured by Govt. Of Uttar Pradesh

UPBHOKTA SANRAKSHAN & KALYAN SAMITHI

उपभोक्ता संरक्षण एवं कल्याण समिति

Member : Consumer Advocacy Group, Telecom Regulatory Authority of India

Associated with cell for Consumer Education & Advocacy, of U. P. State Electricity Regulatory Commission, Lucknow

Upbhokta Bhawan, 119/354, Darshan Purwa, Gumti No. 5, Kanpur Nagar-208012

Ph 0512-2217840, Mobile :9450156430, 9935545469, E-Mail : Consumertalk2005@rediffmail.com



To,
Chairman, / Dy. Adviser (C.A.)
TRAI/Mahanagar Doorsanchar Bhawan
J.L.N.Marg, New Delhi

Sub: Consultation paper on Quality of Service Issues for Cable TV Service in Non CAS area and DTH services

Sir, Please refer to your Consultation Paper No.-14/2008. In this reference we are submitting undernoted Views sequentially as under:

- 4.1.1 Parameter of Quality of service and area depends on the area where public are required to obtain services from Cable/TV and on public interest and location ,where service will be provided. QoS parameter should be as under:
Public should be familer with the rules and procedure for obtaining the mode of entertainment, connection rules, billing system, complaint handling ,information regarding any intereption, Numbers of channels for broadcasting and also Quality of services provided by service providers. Quality of service can be governed by regulation to reform evils of society and improve our culture.
- 4.1.2 Proper billing system should be adopted by service providers effective and transparent .Billing System should be so easy that CAS and Non-CAS consumer can understand.
- 4.1.3 A rules should be made by State Govt. and Ministry of Information and Broadcasting. Rules should be strict so that ,Our Nation privacy can't disclose and control the evils of society. Proper monitering shold be made by administration and Police Deptt.
- 4.1.4 Regulation and rules must be more effective if the Consumer will familer with the rules and regulations and cover with local language. It will be most effective that the rules and regulation be in the shape of catalogue and distributed free of cost among public free of cost.
- 4.1.5 Channel can not be dropped by service provider/DTH without preier information to consumer and cause for dropping so because Cable/TV is a medium of entairtainment/ News.
- 4.1.6 If the Channel should be ceased by service providers without any prier information ,they must be penalized by redusing or waive the subscription on the basis of channel provided. If

Contd...2

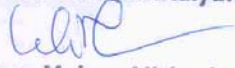
..2..

- channel will be dropped without any reason ,compensation should be borned by service provider at least 6 month of subscription.(if there should be not abnormal technical fault)
- 4.1.7 Subscription should be so determined in CAS or non-CAS n the basis of local religious and should be economy in the interest of public , so that poor people who belong in rural or urban areas, can borne easily without any burden.
- 4.1.8 Consumer paid subscription and want entertain the channels,so any further visiting charges not be better in the interest of public.
- 4.1.9 Annual maintenance charges should be determined cheap so that consumer can be borne easily.
- 4.1.10 AMC must be covered in subscription because it is the duty of service providers to provide effective service to their consumer without any interruptions. Like electricity Deptt. Change Transformers without any further monetry burden on consumers.
- 4.1.11 Normally,Service providers, phone Numbers to their consumer to contact in case of any interruption. It may be tollfree also.But it will be most effective if DTH will take immediate attentation in case of complaint.
- 4.1.12 A Quartly feedback must be obtained by customer for their effective/non effective services.
- 4.1.13 Afix and cheap rate be determined by service provider .Tariff plan is not so necessary in this field.
- 4.1.14 One month notice or two times in 1.50 month notice,should be provided by service provider before termination of service.

We expect that above will meet your requirement and suitable on our behalf.

Thanking you,

For Upbhokta Sanrakshan&KalyanSamiti


(Padam Mohan Mishra)
Secretary

Place-Kanpur
Date-08.01.2009