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CONSUMER PROTECTION HELPLINE

Orgned. By **UPBHOKTA SANRAKCHHAN & KALYAN SAMITI**

Member : Consumer Advocacy Group Telecom Regulatory Authority Of India
Associated With Cell For Consumer Education And Advocacy of U.P. Electricity Regulatory Commission
Member : Consumer Coordination Council,the Manager Core Center,
Supported By : Ministry Of Consumer Affairs, Food And Pds. Govt. Of India.

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To,
The Joint Advisor(Consumer Affairs)
TRAI,Mahanagar Doorsanchar Bhawan
J.L.Nehru marg,New Delhi

Date 31.08.2010

Sir,

Please refer to your letter No.322-3/2010-CA dated 12th August,2010 alongwith Consultant Papers. We hereby forwarding our views for your kind considerations given as under:-

- 5.1 Landline telephone connection on demand means most urgent requirement of Telephone connection. So it is moral duty of service providers to provide connection on demand to new subscribers. A time limit should be determined 3 working day.
- 5.2 It is essential for new subscribers to get new connection as per para 5.1.It should be not be removed from the parameters.
- 5.3 In Normal condition of fault, remedial action to reform the fault maximum time limit should be within 8 working hours.In abnormal condition of fault arised caused by any other deptt. i.e. PWD,Jal Nigam,Electricity and other Govt. Deptt. Rent should be revoked by service providers as discount from their bill.
- 5.4 Rent should be revoked by service providers as discount from their bill. Or a column of rent relief on non-user days should be printed in the Bill.
- 5.5 Effectiveness of any commodity is depend on the satisfaction of their consumers on that products. So to improve in effectiveness by proper monitoring on consumers complaints and rectify within stipulated time.
- 5.6 As per TRAI determined the time limit for shifting the phone is sufficient .

- 5.7 A time limit should be determined 3 working day for land line connection on demand. Fault repairs maximum time limit should be within 8 working hours in normal condition and abnormal situation maximum 15 days working days.
- 5.8 Yes , we are agree with your view
- 5.9 Time limit for resolution of billing/charging should be maximum 15 days from the date of complaint lodge.
- 5.10 Credit Limit should be determined 30 days from the date of current billing.
- 5.11 On the Closer/Terminattion/surrender of land line Security money should be refunded within 7 date from the date of Closer/Terminattion/surrender letter received.
- 5.12 Please refer to para 5.11.
- 5.13 "Service provisioning/Activation time" limit should be 4 working days or on week whichever is more from the date of new connection sanctioned.
- 5.14 Please refer to para 5.5.
- 5.15 Please refer to para 5.7.
- 5.16 TRAI audit on tariff plans for the audit of metering and billing system of service providers is effective and not necessary any new idea.
- 5.17 Govt.Department i.e. railway,ambulance,hospital,fire and roadways other enquiry systems provided to their free of cost because this the necessary service for subscribers and happen at any time.
- 5.18 A proper systems should be prescribed through E-connection to prepaid subscribers for call duration i.e last calls call charges validity period account balances .If the service providers not provides these information same amount should be credited in account of prepaid subscribers as panel charges to the service providers. It should be connected through penalized network.
- 5.19 After recharge full top-up/recharge value should be given to prepaid subscribers and service tax suold be revoked by Govt. being necessary service of Telephone/Mobile.
- 5.20 Call center should attend the complaint 24 hours and reform immediate in case of normal complaints.
- 5.21 A wriiten complaint or on line complaint should be registered and acknowledgement No. should be provided to subscribers and time limit to attend of complaints should be indicated on acknowledgement.
- 5.22 We are agree with your view.
- 5.23 Yes.
- 5.24 Yes.
- 5.25 Yes we are agree with your view as para 3.56.
- 5.26 Yes we want unique format of docket numbers across the service providers will increase monitering and speedy redressal of complaints.
- 5.27 Yes.

- 5.28 Timely attend the calls and customers satisfaction indicates better service of service providers.
- 5.29 Yes , timeframe should be in printed format for redressal of consumers grievances. Consumers must be satisfy by this way.
- 5.30 Monthly review of complaints should be monitered by TRAI and take panel action in case of abnormal circumstances by service providers.
- 5.31 Nodal officer also maintain the records of all complaints received and redressal thereof.
- 5.32 Quarterly audit of public grievances should be made by TRAI auditors to Nodal officers and observation should be transmit to President TRAI and pannal action shold be taken.
- 5.33 Time indication of any grievances is necessary for any complaints and redressal as soul of a human being.
- 5.34 Yes ,It is the moral duty of service providers to communicate the tentative time for redressal of the grievances within timeframe.
- 5.35 As per our view a notice board should be maintained by service providers infort of their office and time consumption of any complaints should be mentioned and penalty of relating officers in monetry form in case of non- attend of complaint within prescribed time.
- 5.36 Proper audit of Nodal Officers work should done by TRAI on quarterly basis.
- 5.37 Nodal officers should work under control of TRAI officeres and also monitered by them for their work performance.
- 5.38 Effectiveness of nodal officers can be judge by work performances of nodal officers . Parameters and framework should be maintained on basis of number of complaints, redressal,quick decision making, penlaised to subordinates in case of carelessness of work are also indicates the effectiveness of nodal officers.
- 5.39 Time frame should be determined by TRAI and under this time framework nodal officers act and it should be monitered by TRAI time to time annual basis ,quarterly basis & monthly basis.
- 5.40 Please refer to 5.39 & 5.37
- 5.41 Yes we perceive the need to mandate such provisions.
- 5.42 We are agree with your opinion as prescribed in para 3.93.in your consultant paper.
- 5.43 TRAI make a new section of retired judges for redressal of public grievances who will be Appellate Authority to make a decision free without any pressure. And remuneration of judges shall be borne by TRAI own sources of funds.
- 5.44 In case of grievance not reformed by nodal officers then subscribers can complaint free of cost to Appellate Authority. So that consumer get justice.

- 5.45 Time frame of filing the appeal after expiry of time limit of nodal officers to hear any grievances as time prescribed by TRAI for redressal of any grievances.
- 5.46 Time frame of any appeal should be 7 days in case of normal grievances and in abnormal circumstances it should be maximum 30 days from the date of receipts of application for disposal of appeal.
- 5.47 We are agree with your para 3.104 prescriber your consultant paper.
- 5.48 Effectiveness and acceptability of Appellate Authority as an independent and impartial body refer that the authority can work on the basis of their education and experience and also appointed retired judges. So that they can make quick decision on the basis fact received and their work experience.
- 5.49 Please refer to our view on para 5.46.
- 5.50 Usages charges in regard to Pre-paid customers for obtain their information of mobile uses in billing form shall be charginable . And Rs. 50/- is sufficient for get maximum details of 6 month for their usages.
- 5.51 We are agree with your consultant paper Chapter IV (A)4.1 to 4.6 regarding provision of value added service without explicit consent.
- 5.52 Camps should be organized by service provider to attend the subscriber grievances . Phone No. of relating officers should be published by Horging Boards on the main road of the city , so that consumer can directly contact in case of any problems.

Sir, we think that our views will be useful for you purpose.

Thanking You,

For Upbhokta Sankrashan & Kalyan Samiti

**(Padam Mohan Mishra)
Secretary**