

Dated 17th December 2012

Mr. Robert J. Ravi,
Advisor (QOS)
Telecom Regulatory Authority of India
New Delhi

Dear Sir,

With reference to the Consultation Paper on Review of 'The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2006, dated 27th November 2012, inviting comments on the questions raised in the consultation paper, We submit our comments on the same as below:

Question 1:

What are your views on imposing financial disincentives for delay in submitting audit reports of the metering and billing system and what should be the quantum of such financial disincentives? Please give your comments with justification.

Comments

As the Audit report is to be submitted to TRAI by 30th June of every year, but the audit report is not submitted on time by the service provider, as the service provider not provided the required data on time to the auditor for timely completion of the audit. So it is recommended that there should be clause for imposing financial disincentives for delay in submitting the audit report of the Metering and Billing System except where there is reasonable reason for non submission of the report on time and the reason for delay is duly addressed to the TRAI within reasonable time.

The quantum of such financial disincentives as advice by the TRAI in consultation paper is sufficient.

Question 2:

What are your views on imposing financial disincentives for delay in submission of Action Taken Reports on audit observations of the metering and billing system and for providing false information or incomplete information and what should be the quantum of such financial disincentives? Please give your comments with justification.

Comments

There should be a provision of imposition of financial disincentives for delay in submission of Action Taken Reports (ATR) on audit observations of metering and billing system , for timely submission of the ATR and for ensuring the correction in the system on the basis of audit observation, except where there is reasonable reason for non submission of the report on time and the reason for delay is duly addressed to the TRAI within reasonable time.

The quantum of such financial disincentives should be based on the % of the amount involved multiplied by the number of day delayed.

Question 3:

What are your views on the proposal for audit of the CDRs for at least twice a year- three months CDR pertaining to first half year and three months CDR pertaining to second half year? Please give your comments with justification.

Comments

As proposed by the TRAI in the consultation paper, the audit of the CDR's should be conducted twice in a year, so that around 50% CDR should be verified & the problem of the archive CDR's is solved.

Question 4:

What are your views on the proposal for simultaneous reporting of instances of overcharging to TRAI by the auditor, monthly progress report on the action taken by service providers on such audit observations and financial disincentives on delayed refund of such overcharged amounts? Please give your comments with justification.

Comments

As the audit of CDR's are conducted twice in a year the report on overcharging cases should be reported to the TRAI on quarterly basis for the better control on the overcharging cases.

Question 5:

Do you support mandating service providers to undertake a thorough analysis of each audit observations and the requirement to furnish a detailed comment on each audit observation, as proposed above, including financial disincentives for submitting audit reports without adequate comments? Please give your comments with justification.

Comments

Yes, we are support for mandating service providers to undertake a thorough analysis of each audit observations and the requirement to furnish a detailed comment on each audit observation to ensure the corrective action should be taken properly on time and no subscribers should be overcharged.

Question 6:

Do you support nomination of auditor by TRAI and appointment of the nominated auditor by the service provider? Please give your comments with justification.

Comments

There are billions subscribers who obtain the service from the different service providers and these service providers are regulated by the TRAI. The TRAI is working in the interest of the subscribers for maintaining the transparency in charges of the services, provided by the service provider. So for the benefit of the subscribers it is recommended that the

auditor should be appointed independently by the TRAI for the transparency in the working.

Question 7:

What are your views on the proposal for fixing of remuneration of auditor by TRAI and what should be the quantum and methodology for computation of audit fees, in case the same is to be fixed by TRAI? Please give your comments with justification.

Comments

We are in the favour for fixing of remuneration of the auditors by TRAI, so that the auditor is not influenced by the service provide to work independently.

In our opinion the remuneration should be fixed circle wise, as a percentage of telecom business receipts in terms of money and also considering the volume & size of business. Certain minimum and maximum amount can also prescribed for remuneration considering the smallness or very large size of base of subscribers / business.

Question 8:

What are your views on the proposals relating to tariff plans to be covered for audit? Please give your comments with justification.

Comments

It will be recommended that to bring more transparency two / three plans of the six-months or at least one plan introduced in every month, with highest number of subscribers, is also covered in audit.

Please find the above in order for doing the needful

Thanking you,

Yours faithfully,

Lokesh Khandelwal

(Mob. 9718477570)

(MIG- 562, Radhika Vihar,

Mathura-281004)