

BHARAT JYOTI CONSUMER PROTECTION COUNCIL LUCKNOW

CONSUMER ADVOCACY GROUP

COMMENTS ON THE ISSUES FOR CONSULTATION ON REVIEW OF MEASURES TO PROTECT INTEREST OF CONSUMERS IN THE TELECOM SECTOR

1. In this era of competition, the benchmark too should be tightened to 3 days instead of 7 days subject to technical feasibility.
2. No, it should continue.
- 3&4. The existing benchmark is okay. But it must be implemented in toto. The present Rent Rebate/Compensation is okay, but the service providers hardly comply with it. There must be some penalty on the Service Providers, if rent rebate is not being extended as prescribed.
5. TRAI must impose commensurate penalty on the defaulting service providers.
6. No
7. The old regulation of terminating the service within 24 hours of the receipt of a written request, subject to the return or recovery of CPE, should be retained. For other forms of request i.e. by mail, fax, sms it could be 3 working days.
8. There is a need of seeking explicit consent of the customer, in order to avoid mischief played by somebody.
9. Agreed! But what is the remedy to the customer, if it is not being observed by the Service Provider, which is invariably the case.
10. We agree
- 11&12. The period of 60 days for refund of security or any other deposit after closure/termination of service, should be treated as maximum. The customer should be given an interest of 18% in case of non-compliance by Service Provider. The interest should be made chargeable from the day one, in case the limit of 60 days for refund is not observed by the Service Provider.
- 13&14. The benchmark for provisioning/activation of broadband connection should be same as for landline. It should be made 7 days initially. To make the present provisions more effective, compensation/credit to customer should at least be made to Rs.20/- per day subject to no limit.
15. We agree with the existing provision.
16. Some tariff plans having registered subscribers below 10% should also be selected randomly for audit.

17. Alert to the customers using premium rate service is a must. The experts may perhaps decide the convenient form of alert to be sent before the processing of call.
18. We agree that there is an urgent need to inform pre-paid subscribers about call charges, call duration and balance in his/her account after each and every call. But the service providers are invariably giving only the balance in account after the call. The display of the information is also less to observe properly. The above information must be made mandatory for the Service Provider.
19. It should be made mandatory to provide complete information as to the talk value of recharge, and the deductions on account of taxes and admn. fee separately, which will go a long way in making the recharge system completely transparent.
20. The service providers should send service SMS periodically to its customers giving the Call centre contact details.
- 21&23. The access to Call Centre should be made possible from all networks and the access be made free of charge to the subscriber.
22. The present IVR system for registering the fault in service is very cumbersome and highly discouraging. Most of the people will leave it in between as one has to go for 6/7 layers of sub-menu before you are able to speak to call centre executive. TRAI must take action to improve the IVR system so as to facilitate an easy access to call centre executive, by making it first sub-menu at the third layer.
24. Yes, some service providers are already doing it.
25. It will definitely enhance the effectiveness of consumer grievance redressal system, as most of the customers either do not record the docket number or misplace it when needed to pursue.
26. Yes, certainly.
27. It will really help and increase customer satisfaction, if the service provider could be mandated to inform the subscriber about status of complaints through SMS before closure of the docket number.
28. In the three layer Grievance Redressal Mechanism, the Call Centre is very important, as most of the subscribers won't like to contact the Nodal Officer, whose accessibility is extremely poor. TRAI must take necessary measures to improve the first level of this mechanism first. Response time and time taken in disposal of grievances by call centres could be the criterion to determine its effectiveness.
29. Tentative time frame for redressal of grievances must be indicated, which will enhance satisfaction level of the customers.
30. There is definitely a need for the intervention of TRAI to overall improve the Grievance

Redressal at Call Centre Level,which will go a long way in enhancing customer satisfaction.

31.The contact details of NODAL OFFICER should be periodically sent to all customer by SMS.It could also be published in popular daily English & Vernacular newspapers.It could also be broadcast over TV.

32.The existing provision has to be first implemented.Nodal Officers are seldom accessible.

33. Yes,we agree with the proposal.

34.It is feasible.

35.Any grievance of the customer should be addressed and redressed in maximum 7 days time.We should devise the framework for Grievance Redressal Mechanism, so as to meet the time limits,but at the same time it has to be practical.The Nodal Officer Level is the weakest link in the TCPRG.

36.The Nodal Officer should be accessible through SMS,E-mail,FAX,Telephones (Landline and Mobile).He should acknowledge to each and every complaint of the customer and take remedial measure to redress the grievance in the prescribed timeframe.The Nodal officers should be physically available at the Customer Centres of the Service Providers.

37. By undertaking audits.

38,39,40. Any timeframe for redressal of grievances by NODAL OFFICER will be irrelevant,unless his accessibility is made easy.The Service Providers do not seem to be much bothered about it

41. No comments

42.It should be free of charge.But the customer may not mind paying ,if his grievance is settled to his satisfaction.

43. The Service Providers should be made fully responsible to spread awareness about the 3 tier Grievance Redressal Mechanism including the Appellate Authority.They should send service SMS periodically to all their subscribers,giving the name,e-mail Id,Fax No.,landline and Mobile Nos. of the Appellate Authority.The office of App.Authority should be given wide publicity by publishing his contact details in leading local and national dailies and in TV Ads,apart from mentioning the details in the hard copy of the telephone bills for landline,broadband/post-paid. Mobile.

44.The aggrieved customer should be permitted to file the complaint electronically as well i.e. through e-mail and Fax.

45.We feel the existing provision in TCPRG regulations for acknowledgement of appeal within 3 days of the receipt of the appeal seems to be high.It could be reduced to 24 hours.

46. It will add to customer satisfaction, if the Appellate Authority also conveys the tentative time for disposal of the appeal.
47. Feedback on disposal of Appeal will be in the interest of the Service Provider, as the customer satisfaction will ultimately benefit him commercially.
48. If the Appellate Authority is an employee of the Service Provider, then it will remain an extended arm of the service provider. The APPELLATE AUTHORITY should be made independent and its emoluments should be drawn through TRAI, though reimbursed by the Service Provider.
49. It should be ideally 15 days to 30 days maximum.
50. It should be maximum 3 days, which is possible.
51. No comment
52. The following measures could be adopted to increase awareness amongst the telecom. Consumers:
- a) The Service Provider must provide the abridged version of Manual Of Practice to all new customers;
 - b) CAGs/Service Providers should be asked to hold workshops to educate the consumers in their respective service areas;
 - c) Wide publicity must be given by publishing contact details of call centre, nodal officer, appellate authority in daily local and national newspapers both in vernacular and english languages and also broadcast on TV, by slides in Cinema Houses;
53. Web based telecom consumer grievance monitoring system will definitely be useful to those customers, who have access to Computer Internet. Web based TCGMS can be an effective tool, if it is regularly monitored by TRAI and suitable penal action is taken against the defaulting Service Providers.