

Subject: **Issues related to quality of services in digital addressable systems and consumer protection**

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Date: 06/19/16 08:21 PM

From: KOLLAM CABLES PRIVATE LIMITED <kollamcables@gmail.com>

To,

Sri Sunil Kumar Gupta
The Hon'ble Secretary
T R A I, New Delhi

Reference: 1. Press Release No. 46/2016

2. The interaction meeting held on 15.06.2016 at Chancery Hotel, Bangalore organised by TRAI

Dear Sir,

1. Our representatives Adv Rajesh Murali and Advocate D Baiju Kumar were attended the above meeting cited as Ref No. 2 and projected our grievances as consumer of broadcaster and supplier of signal providers to consumers.
2. We have presented our anxious consideration regarding the the quality of service with respect to monopoly trade practices by STBs manufactures, before the Chairman.
3. There are certain STBs manufacturing companies manufacturing set-top-box and their own CAS software which supported by their own STBs only. Such are the Gospell Digital Technologies (P) Ltd, Lekshmi and CISCO etc.
4. If an MSO who already established a CAS software of different company who manufactures only CAS software, approach the above said companies for procuring STBs does not provide the same due to the mere reason that their STBs does not support any CAS software other than their own.
5. However, these companies have different tactical approach in other countries wherein they manufacture and supply STBs which could be supported by different CAS software such as CONAXIS, IRIDTO etc. On examination of their official we it would see that their STBs could support different CAS software. However, in actual practice it is entirely different. Many MSOs who procured STBs of such companies are in dearth of trouble since such STBs does not support another CAS software.
6. It is unfortunate that above such companies could procure BIS certification from the Govt of India despite the fact that the practice of such companies are against the spirit of trade practices in India and act in contravention to the Monopoly Restrictive laws. The huge non usage of STBs causes high e-wastage, environmental hazard and national loss.
7. It is emphasise that there is an urgent need to curb such practices of manufacturing of STBs and CAS software by same companies to overcome their monopoly in market. We being the multi system operator have incurred a loss of about 70 Lakhs rupees due to non supporting of CAS software in the above STB being used by the Company.
8. It is therefore requested that a comprehensive policy may be formulated to ensure that the STBs must support more than three or four CAS software in accordance with the requirement of MSOs.

Yours faithfully

Rajesh Murali
Advocate
Legal Advisor
M/s Kollam Cables P Ltd