

ODISHA CONSUMERS' ASSOCIATION

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Dt.12.12.2012

Mr.Rajeev Agrawal

Secretary, TRAI

Mahanagar Door Sanchar Bhawan

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Sub:- Suggestions on TRAI's Consultation Paper on Deactivation of SIM due to non use.

Ref :- Letter No.301-34/2011- ER dt.4.12.2012 of Sri.Akhilesh Kumar Trivedy Deputy Dy. Advisor (F & EA )on the subject.

Sir,

In response to your letter referred to above, we are giving our suggestions as follows :-

i) Your proposal in this regard is constructive & would be vary much beneficial to the large number of deprived subscribers/consumers.& from congestion line/chenell.

To achieve the proposed scheme of things following measures/steps may kindly be taken:-

a) The service providers & their distributors & agents selling the SIMs should be penalized for violation of the directions of TRAI & same shall be adhered to.

b) The service providers be directed to have interactive meeting with their distributors & selling agents ,functionaries of Call Centers at regular interval ie. At the interval of three month in their operational circle/area to educate them about their duties &

responsibilities & to get feed back about the compliances of provisions of law & directions Of TRAI on the subject & to report the matter to TRAI quarterly.

c) The service providers be directed to have Consumer Education & awareness programmes involving CAGs, VCOs operating in their operational area quarterly so that consumers/subscribers will get benefit to know about standard & quality of services so prescribed by the TRAI & to know about their rights & remedies and direct them to submit report of holding such work shops to TRAI, failing which heavy penalty & punitive action including cancellation of their license, for the area should be imposed to save consumers from exploitation & cheating taking advantage of their ignorance & lack of knowledge to assert their rights.

d) Each subscribers be not given more then two connection/SIMs that too one from one service providers.

We will send further suggestions/comment on this consultation paper after studying the various materials later on.

We may kindly be informed of the decision taken on the issue.

Thanking You.

Yours faith fully

Gen. Secy