

<b>Subject</b>	Issue for Conultation by O.C.A
<b>From</b>	<a href="mailto:kedarnath.jena@rediffmail.com">kedarnath jena &lt;knj1345@rediffmail.com&gt;</a>
<b>Date</b>	Monday, November 15, 2010 8:43 am
<b>To</b>	<a href="mailto:eco@traf.gov.in">eco@traf.gov.in</a>
<b>Attachments</b>	<a href="#">TRAI__MAIL_DT._15.11.2010.doc</a> 26K

Dear ir,

We are sending herewith the comments.

Views of Orissa Consumers” Association, Cuttack-2 Orissa on the Consultation paper dt.13<sup>th</sup>. Oct.2010 on Issues relating Telecom Tariffs

14.11.2002

Issue No.1-: Getting confused by misleading advertisement .Different & number of plans brought out by service providers are not intelligible & confusing for which they are not in position to make choice of tariff package Further about 70 percentage of subscribers are illiterate & semi literate & do not understand the game plan of service providers & are duped. Seem cards are now sold every where & even being sold in beetle shop & nobody is there to answer to the quarry of the cell phone subscriber Lack of transparency for which end users cannot make informed decision because the informations are not clear & also easily available

Issue No-2-: One standard Plan, in clear, intelligible terms & language for all service providers particularly for prepaid subscribers should be there. If any other additional new plans to be floated by any service provider, it should obtain approval of TRAI.

Issue No.3-: Yes

Issue No4:- Yes but same to be intelligible to common men. Seem cards are being sold in unauthorized sale center who are not ready & willing to meet the quarry of the subscribers & assist him incase of any difficulties. Now in open market spurious seem cards are now sold .Regulations should be made to that effect to penalize the offenders & service providers who are selling their seem cards through the unauthorized persons.Anti socials are using the seem card purchasing from unauthorized sellers to commit crime offend/give threat to people & throw away the seem card to avoid identity/detection.

Issue No.5-: It should be within 15

Issue No.6-: Yes. It should on unit basis which is to be prescribed by TRAI

Issue No. 7:- People should be supplied with printed rate chart & sale counter to be manned with trained personal to explain/inform subscribers to explain about the different schemes & to meet the quarry.

Issue No. 8:- No

Issue No.9:- Subscribers be informed about the loss/ gain at the time of recharge. If excess is taken then same should be refunded automatically to him.

Issue No. 10:- Yes

Issue No:- No. It will be furnished later on

Our Suggestions:-

A. In the confusing state of thing ,We request, the TRAI to issue directions to all service providers to hold regular work shops, awareness public meeting at regular interval ,(quarterly)scrupulously in each of their Sub Division & Divisional service area & in each revenue Districts .Sub Division & Block level that too in a place accessible to all & preferable in market places so that there will be improvement in service delivery & grievance redressal system for the benefit of subscribers/consumer & to save them from exploitations & cheating.

It may be included as the condition in the license so granted to the service providers & some provisions shall be provided in the Regulations to that effect to make it mandatory.

B.T.S as mentioned in under A-1. 14 onwards are not being complied with by service providers for which TRAI should undertake survey through CAG.s in their area by providing a survey format with fund to conduct the survey with their sister organisations to ascertain the compliance of the same & punish the service providers for non compliances.

C. Charges for unwanted calls & messages should not collect from the subscribers. Do Not Call request be given effect to within three days of information & not 45 days as existing. After three days no charges be taken from the subscribers

D:-Message for advertisement & unwanted messages should not be sent from 10 P.M to 5 A.M of the day to the subscribers & be prohibited.

D:-Every subscriber should be provided with the printed Tariff plan at the time of enrollment & also to the existing subscribers.

E: - Standard of performances & quality of services be prescribed & for non Compliance there of compensation be awarded which to be paid automatically to the subscribers

F: - Direction be issued to the service providers to train & acquaint their personnel dealing with subscriber about the their service plans & redressal grievance mechanism, as we found they are not trained nor they hold in house interactions about their service plans

G: - Call centers & Nodal agency of service provider are not working as per rules & guide line of the TRAI for which subscribers are suffering & put harassment & loss.

H:- Printing of Directory be made compulsory on yearly basis & be supplied to Subscribers even charging minimum cost. It can be done circle wise.