

URGENT

24 Aug 2010

The Chairman
Telecom Regulatory Authority Of India
Mahahanagar Door Sanchar Bhavan ,
Jawahar Lal Nehru Marg, (Opposite Ram Lila Ground),
New Delhi 110002

Kind attention: Shri S K Gupta , Advisor [QoS]
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Sir,
COMMENTS ON CP ON
Review Of Measures to Protect interest of Consumers in the Telecom Sector

Comments on CP are submitted in the succeeding paragraphs.

1 INDIAN telecom scene is DIFFERENT to any other developed / developing country. Hence the In depth deliberations, providing the MIX of BEST practices of the world , are needed.

2 ***Every customer CONCERN / PROBLEM emanates from ABUSE OF FORBEARANCE by service providers & the regulator. Whatever effort we put in will be just COSMIC & FUTILE without***

- ***Eliminating the FRAUDULENT PRACTICES & CLANDESTINE OPERATIONS***
- ***Comprehensive regulations, effective monitoring and STRICT ENFORCEMEN with punitive action.***

3 ***Though TRANSPARENCY in TARIF RELATED PACKAGES is one of the objective, steps to achieve these have not been deliberated. DELIBERATE?***

4 No STUDY ON PREPAID SUBSCRIBERS of the developed world and their BEST practices carried out and recorded.

- ***Allowing 95% prepaid subscribers to be exploited***
- ***Who are we protecting with this mammoth exercise, 150 pages and 53 questions?***
- ***To protect just 5%-- reflects adversely on us- TRAI, CAGS and Service providers***

- **First Set of Issues for Consideration should have been related to PREPAID subscriber & not Fixed Line. Do we have skewed mind and blind to realities and surroundings?**
- **There is no QUESTION on charging , where the FRAUD is being played and the need to STRAIGHTEN THE SPAGHETTI of plans..Jumping straight to USAGE raises many DOUBTS.**
- **Is it DELIBERATE/ Sinister design?**

5 **Complaints**

- JAGO GRAHAK & CORE statistics reveal that MAJORITY of customer complaints received by them relate to TELECOM &
- Developed & Developing countries find MINIMUM or NO complaint from TELECOM SUBSCRIBERS.
- **INDIA with majority PREPAID subscribers [who want transparent recharge, just tariff and usage statement only –ie EASY to PLEASE] can achieve the TITLE OF MOST SATISFIED TELECOM SUBSCRIBERS-NO TELECOM COMPLAINT - if the service providers do HONEST business and avoid FRAUDULENT PRACTICES.**
- TRAI has to be PROACTIVE & DYNAMIC to provide FRAUD FREE ENVIRONMENT. It can not afford to SIT IN IVORY TOWER and be SILENT SPECTATOR, as it will amount to DERLICTION OF DUTY and violation of TRAI Act.

6 **Fraudulent Practices ---- TIP OF ICE BERG**

During last ONE YEAR alone, based on subscriber complaint , TRAI had to ORDER REFUND of Rs 2.7571 Crores to 2,38,632 subscribers , money collected by service providers by following FRAUDULENT PRACTICES & CLANDESTINE OPERATION [four only from the long list which includes ILLEGAL SALE of NUMBERS—ignored/ condoned by TRAI]

- Migration fee
- Money for HARD COPY of the bill
- SIM replacement
- Fixed Roaming Charges

All these were VIOLATIONS OF REGULATIONS .

- This COULD HAVE BEEN avoided by a VIGILANT, DYNAMIC and effective regulator.
- No PUNITIVE action was taken.
- **Money WASTED on QoS Survey Reports Publication could have been Better utilised on advertising these FRAUDSULEN PRACTICES, thereby EXPOSING GUILTY SERVICE PROVIDERS, EDUCATING PUBLIC and preventing FUTURE LOOT.NOTHING of this nature happened. Hence**

- ***Service Providers continue with their operation – RETURN THE LOOT ONLY if caught. Hence enjoy the loot.***
- **HOW DOES TRAI PROPOSE TO PROTECT CONSUMERS from FRAUDULENT PRACTICES? No MENTION.**

7 **TRUTH & fundamentals MUST be the BASIS of our deliberations --DICTATING considerations, findings and decision.**

- We are in twenty first century where
- STERIOTYPE MECHANISM will not work
- NOT one but many service providers are in field , majority PRIVATE
- 67 crore subscribers and not 3 crore are being served
- Mobile subscribers are the FACE of Telecom Service
- **MAJORITY MOBILE SUBSCRIBERS are PREPAID and**
- **MOST of them illiterate or half literate**
- **REGULATIONS must SHOWCASE their concerns & steps taken ie priority or emphasis must change to PREPAID from**
i] Fixed Line & ii] Post Paid
- ***PP subscriber EASY TO PLEASE- wants— transparent & simple recharge , easy to understand tariff [call charges for local, STD, SMS and roaming] , PULSE and statement of usage***
- ONE point COMPLAINT settlement-- mostly about USAGE
- ***As Time & MONEY for him are at premium , he can not afford DRAG / ESCALATE the COMPLAINT***
- ***With MNP in place, this MIND SET of service provides to DRAG COMPLAINT to try customer patience & for additional revenue will prove SUICIDAL—losing customer the source of earnings as subscriber will prefer to move out instead of SUFERING & EXPLOITATION.***
- ***An ACCUSED can not be a JUDGE ie NO APPELATE AUTHORITY***
- EARLIER EXPERIENCE of reliance on SEVICE PROVIDER -- BETRAYAL OF TRUST and ABUSE OF ENVIROMENT
- ECALATION to TRAI only --TRAI to DEVISE AUSTRALIAN TYPE ON_LINE MECHANISM for COMPLAINT ESCALATION

8 **Effectiveness** Consultation Paper details not revealed but CONFIRMED that the MONITORING MECHANISM tools of TRAI – Quality of Service Survey & Service Providers Reports were misleading and LED TO WIDE SPREAD DISCONTENT particularly when 95 % PEPAID SUBSCRIBERS had NO ACCESS and LIMITED COMPLAINTS from other subscribers EVEN were NOT HANDLED / ADDRESSED to ANY SATISFACTION. This

- Could have been AVOIDED by SUO MOTU UNVESTIGATIONS by TRAI

- LED to DISTRUST in functioning of TRAI
- Confirms that Service Providers DEFY REGULATIONS - at will and at every step and made MOCKERY OF IT – TRAI being SILENT SPECTATOR, despite REPEATED COMPLAINTS from CAGs and
- Confirmed their ILL DESIGN , INTENT & ATTITUDE affecting their CREDENTIALS
- Cheating with NO BAR, chaos and discontent is the result

9 Best International Practices

EUROPE

- **Prepaid Subscriber gets RECHARGE COUPONS in denomination of ten or its multiple , with TARIFF and pulse highlighted.**
- Usage QUERY is immediately replied. **TRANSPARENT IN DESIGN & ACTION – not words alone as done by Indian telcos**
- **CALL CENTRE addresses all complaints . Agent ESCALATES / TRANSFERS to next official**

JAPAN

- Call Centre is designated as CONSUMER CONSULTATION DESK
Name itself inspires trust & confidence

Pakistan

- Regulator Ensures Fair Commercial Practice Anything MISLEADING or UNCLEAR IN TARIFF---NO
- Protects CONSUMER through CPD[Consumer Protection Directorate]

10 Customer Protection

A] To protect all telecom customers , **END TO FRAUDULENT PRACTICES is A MUST and PRE_REQUISITE**. As these are not listed in QoS, service providers EXPLOIT CUSTOMERS through this route .**Ignoring this will make all existing & new regulations REDUNDANT and embolden service providers to DEVICE NEW PRACTICES to exploit customers.[Please read para 6 & 2 above]**

B] Prepaid Subscribers EASY TO SATISFY

- Recharge Coupons in denomination of Rs 10 and its multiple with
- Tariff and pulse
- Statement of USAGE
- With MNP , he will prefer change as FREE FROM BLACKMAIL by service provider on billing account

This will result in SATISFACTION of 95% subscribers

C] **Protection of Remaining 5% needs**

- Simple and effective redressal mechanism and

- NOT CUMBERSOME TWO/THREE TIER , ineffective system
- Call centre with number which is accessible from other network
- Call centre – operator assisted ie. Agent who
- Is authorised to resolve or
- Transfer / escalate to official competent to address
- In case of non-resolution ESCALATE TO TRAI WEBSITE

D] ***TRAI can not afford to be STAND ALONE mode.*** To be able to discharge CONSTITUTIONAL duties to regulate SERVICE, it must be able to GAUGE THE PULSE OF CONSUMERS by monitoring, suo motu investigations
Propose website on complaints.

E] ***Without ethics, intent and work culture , nothing can be achieved except creating discord and disputes.***

Comments on issues raised are at annexure

Thanking you,

Yours Sincerely,

Col S N Aggarwal-Veteran

Consumer Activist

Annexure

ISSUES FOR CONSULTATION

5.1. What should be the benchmark for the parameter —Provision of a landline Telephone after registration of demand□? (Reference Para 2.11)

5.2. Do you agree that parameter —Provision of a landline Telephone after registration of demand□ may be removed from the list of parameters requiring mandatory compliance to the Authority? (Reference Para 2.11)

5.3. Do you suggest any changes to the benchmark for the parameter for landline fault repair, including rent rebate for delay in rectification of fault? If so, please provide details. (Reference Para 2.16)

NO. With MOBILE Service availability, no change in various BENCH MARKS is recommended.

5.4. What framework do you suggest to ensure payment/adjustment of rebate for prolonged landline phone fault as per QoS regulations? (Reference Para 2.16)

5.5. How do you propose to ensure its effectiveness? (Reference Para 2.16)

5.6. Do you propose any changes to the existing provisions relating to shift of a landline telephone connection? (Reference Para 2.18)

5.7. Do you suggest any change in existing provisions to ensure timely termination of service/closure? If so, please provide details. (Reference Para 2.22)

5.8. Do you agree with the suggestions for seeking explicit consent of the customer, in writing or SMS or e-mail or FAX, to continue with the service, once a request has been made for termination of service? (Reference Para 2.22)

A] Rebate may be LEFT to discretion of Service Provider and redressal mechanism

B] No change suggested on SHIFTING and timely termination of service.

C] EXPLICIT consent of customer is must to continue service.

5.9. Do you agree with the time period of four weeks provided for resolution of billing/charging complaints? If not, please suggest alternatives. (Reference Para 2.25)

NO. This period is TOO LONG. Billing complaint must be resolved with in a week.With MNP in sight, service providers must GEAR UP to respond to customer needs.

5.10. Do you agree with present provisions regarding period of one week for applying credit/waiver/adjustment to customer's account upon resolution of billing complaint?(Reference Para 2.28)

NO. With 95% subscribers being prepaid and MNP in place, service providers must credit the amount immediately after RESOLUTION.Like CREDIT CARD holders,

CREDIT must be given immediately.

It must become a SECOND NATURE with the staff addressing the complaint at CUSTOMER CARE.

5.11. What should be the time period and terms and conditions for refund of deposits after closure/termination of service? (Reference Para 2.32)

5.12. What steps do you suggest for timely refund of deposits after closure/ termination of service? (Reference Para 2.32)

Within a week. Service Providers, like BSNL, harass the customer by DEMANDING THE ORIGINAL RECEIPT o REGISTRATIION and THE RETURN OF CPE.

Under this pretext, refund is DENIED.

It is suggested that service provider should approach the subscriber with REFUND CHECK while collecting CPE.

5.13. Do you suggest any changes to the present benchmark of 15 days for the parameter —Service provisioning/ Activation Time□? (Reference Para 2.34)

5.14. How the present provisions can be effectively implemented? (Reference Para 2.34)

5.15. Do you suggest any changes to present benchmark for the parameter —Fault Repair/ Restoration Time□ and provision for rebates? (Reference Para 2.36)

A] Yes. Accept PAYMENT only if technically feasible.

B] No changes in present BNCH MARKS

5.16. Do you propose any change in the existing system of selection of tariff plans for the audit of metering and billing system of service providers to make whole exercise more effective? (Reference Para 2.40)

YES. All prepaid plans launched DURING THE YEAR must be subject of audit as these are the AREA OF DUPING CUSTOMERS.

5.17. What method of alert do you prefer for premium service calls (Call rates higher than normal local call charges rates) before such calls are put through? (Reference Para 2.42)

During last 1 4 years, at every meeting premium service calls were restricted to REALITY SHOWS.

It was UNANIMOUSLY agreed that premium rates will not be levied on HELP LINES.

- **Neither TRAI nor Service Providers have made any communication / advertisement relating to 139 being PREMIUM SERVICE violating the TRAI directions o 03 May 2005.**
- **Subscriber is not informed about the tariff BEFORE processing the call.**
- **Like TOLL FREE NUMBERS, HELP LINE NUMBERS, PREFIX number for premium numbers be earmarked for different tariff.**
- **ABUSE o three digit number, ear marked for HELP LINE must stop.**
- **Service Providers must refund the EXCESS RECOVERY on 139, being FRAUDULENT & VIOLATIVE o regulations.**
- **TRAI can order REFUND and DO PENANCE for their failure despite WARNING Of CAGS.**
- **It is OBLIGATORY on TRAI too to EDUCATE the consumers on any tariff related issues.**
- **TRAI must regulate the PREMIUM service and not leave to HAWKS.**

5.18. What information in your view should be provided to prepaid subscribers immediately on completion of every call to facilitate him understand his usages and verify correctness of the deductions? (Reference Para 2.44)

5.19. What information do you feel is necessary after recharging a prepaid connection to ensure complete value for money immediately after recharging/top up? (Reference Para 2.46)

- ***Problem area is CHARGING. Prepaid subscriber does not know the PLAN and tariff. Using INTERNATIONAL PRACTICE—PAY AS YOU GO—coupons in the denomination of Rs 10 and its multiple, with tariff and pulse , specified on reverse be issued.***
- ***VODAFONE & BSNL can do it .Make it MANDATORY for all. .***
- ***NO ELECTRONIC RECHARGE being illegal[Without INVOICE , any Sale is illegal--- Supreme Court] and being abused. Makes ENTIRE BUSINESS SUSPECT-- non-TRANSPARENT, INTRIGUING and loot of INNOCENT SUBSCRIBER.***
- ***NO LIMITATION by date or duration***
- ***No distinction between old / new prepaid subscriber***
- ***NO FULL TALK TIME i.e. TAX evasion.***
- ***INCENTIVE in form of EXTRA TALK TIME***

- ***Must provide information about the charges for each call, its duration, balance amount , immediately after every call. Information must be displayed or sufficient time for the customer to read and understand.***
- ***Must be made available on REQUEST by SMS on toll free number.***

5.20. In your opinion, what should be done to increase the awareness about the call centre? (Reference Para 3.46)

SMS, News paper ad every quarter. But WORK CULTUE is the key.

5.21. How can we enhance accessibility of call centres for booking the complaints? (Reference Para 3.53)

5.22. What are your suggestions about the location of the menu option for talking to a customer care agent/executive in the Interactive Voice Response (IVR) system of the Call Centre/ customer care number, for facilitating easy access to the call centre agent/executive? Should it be the first sub-menu at the third layer, the first layer being the choice of language and the second layer being service menu? (Reference Para 3.53)

5.23. Should TRAI mandate all service providers to provide complaint booking number accessible from other telecom networks also for complaint booking in case of service disruption? Should such call centre numbers also be toll free? (Reference Para 3.53)

5.24. Do you agree that docket numbers should also be sent to subscribers' through SMS who is booking complaint? (Reference Para 3.56)

5.25. Will sending of docket number of complaints to subscribers through SMS help them to pursue their complaints and increase effectiveness of consumer grievance redressal system? (Reference Para 3.56)

5.26. Do you feel that unique format for docket numbers across the service providers will increase monitoring and speedy redressal of subscriber complaints? (Reference Para 3.56)

5.27. Do you agree that customers need to be informed about redressal of their complaints before closure of the docket? If so, will it be desirable to inform the subscriber about status of the complaints through SMS before closure of the docket number? (Reference Para 3.61)

5.28. What parameters should be considered to determine the effectiveness of complaint redressal at call centre level? How could effectiveness of complaint redressal at call centre level be measured? (Reference Para 3.66)

5.29. In your views, will it be feasible to indicate tentative time frame for redressal of consumer grievance? Will it increase subscriber satisfaction level? (Reference Para 3.69)

5.30. What are your suggestions for using complaints received at call centre for improvement in QoS and processes adopted by a service provider? Do you perceive any need for TRAI to oversee such analysis and monitor corrective actions? (Reference Para 3.74)

- ***Three Tier Mechanism for REDRESSAL OF GIEVANCES was not effective and failed.***
- ***Regulations 19, 20 and 21, BESIDES TTO, all DEFIED by Service Providers because of TRAI failure ..***
- ***STERIOTYPE MECHANISM will not work. Address GROUND REALITIES :***
- ***NOT one but many service providers are in field , majority PRIVATE***
- ***67 crore subscribers and not 3 crore are being served***
- ***Mobile subscribers are the FACE of Telecom Service***
- ***MAJORITY MOBILE SUBSCRIBERS are PREPAID and***
- ***MOST of them illiterate or half literate***
- ***REGULATIONS must SHOWCASE their concerns & steps taken i.e. priority or emphasis must change to PREPAID from***
i] Fixed Line & ii] Post Paid
- ***PP subscriber EASY TO PLEASE- wants— transparent & simple recharge , easy to understand tariff [call charges for local, STD, SMS and roaming] , PULSE and statement of usage***

Call Centre

- ***Operator assisted ie live agent***
- ONE point COMPLAINT settlement-- mostly about USAGE
- Executive EMPOWERED to settle the complaint
- In case , unable to RESOLVE should TRANSFER/ ESCALATE to concerned executive /senior

- This will obviate the need / nomination of nodal officer
- One number for access from other networks
- ***As Time & MONEY for customer are at premium*** , he can not afford DRAG / ESCALATE the COMPLAINT
- ***DRAG is unproductive and creates DIS_SATISFACTION too***
- ***With MNP in place, this MINDSET of service provides to DRAG COMPLAINT to try customer patience & for additional revenue will prove SUICIDAL—losing customer the source of earnings as subscriber will prefer to move out instead of SUFERING & EXPLOITATION.***
- ***EARLIER EXPERIENCE of reliance on SEVICE PROVIDER -- BETRAYAL OF TRUST and ABUSE OF ENVIROMENT***
- ***ECALATION to TRAI only --TRAI to DEVISE AUSTRALIAN TYPE ON_LINE MECHANISM for COMPLAINT ESCALATION***

5.31. In your opinion, what should be done to create awareness about the Nodal Officer? (Reference Para 3.77)

5.32. What should be the maximum permissible time in which nodal officer must acknowledge the receipt of the grievance and indicate a unique number for future reference? (Reference Para 3.80)

5.33. Do you suggest that the nodal officer give an indicative time for redressal of grievance while communicating receipt of grievance? Will it boost the confidence of the subscriber? (Reference Para 3.80) 102

5.34. Will it be feasible to communicate the tentative time for redressal of the grievances and ensure redressal within prescribed timeframe? (Reference Para 3.80)

5.35. What framework do you propose for timely disposal of consumer grievances and feedback on status of grievance redressal before disposal? (Reference Para 3.82)

5.36. In your opinion, what should be done to improve the accessibility of nodal officers? (Reference Para 3.87)

5.37. How would effectiveness of Nodal Officer be monitored? (Reference Para 3.87)

5.38. What should be the parameters and framework to judge the effectiveness of the nodal officers? (Reference Para 3.87)

5.39. In your opinion, what should be the time frame for redressal of grievances by the Nodal Officer? (Reference Para 3.89)

5.40. What should be done to ensure redressal of consumer grievances within prescribed timeframe?(Reference Para 3.89)

5.41. What framework do you perceive for regular analysis of consumer grievances at Nodal officer level to identify systemic failures and to initiate necessary actions? Do you perceive the need to mandate such provisions?(Reference Para 3.91)

5.42. What are your views regarding charging of nodal officer Number especially in view of the fact that nodal officer is part of consumer grievance redressal mechanism? Elaborate your response. (Reference Para 3.94)

5.43. What should be done to enhance awareness about Appellate Authority to ensure effective redressal of consumer grievances? (Reference Para 3.97)
103

5.44. What framework to you suggest for filing of the appeal to Appellate Authority for redressal of consumer grievances by subscribers? How can it be made easy and user friendly? (Reference Para 3.99)

5.45. In your view, what should be the time frame for acknowledgement of the appeal by Appellate Authority? (Reference Para 3.103)

5.46. Would it be feasible and desirable to convey the tentative time for disposal of the appeal by Appellate Authority to improve subscriber confidence? (Reference Para 3.103)

5.47. How feedback at the time of disposal of appeal can be made more transparent, self speaking and impartial? Is there a need to institutionalise feedback mechanism at appellate authority level of service provider to improve effectiveness of the processes? (Reference Para 3.105)

5.48. What should be the framework to improve the effectiveness and acceptability of the Appellate authority as an independent and impartial body? Provide details of the proposed framework. (Reference Para 3.107)

5.49. In your opinion, what should be the maximum time period for deciding an appeal by the Appellate Authority? (Reference Para 3.109)

- **Three tier system has been UTTER FAILURE.**
- **TO REVIVE it with CRUTCHES will be criminal & like WRITING THE OBITURY from now.**
- **Stereotype / Old Systems will not work for us being unproductive and DISCORD creator.**
- **It has to be RADICAL, INNOVATIVE, SPECIAL TO OUR NEEDS.**

Nodal Officer

- **By conduct & performance, they have made themselves IRELEVANT**
- **More of pain than settler of PROBLEM**
- **Brazen & incompetent**

Appellate Auth.

- **No traits of JUST AUTH**
- **Continued to TOE company line**
- **Abused STATUS and Auth against consumer**
- **Date of hearing AFTER 3 months, trying PATIENCE**
- **Neither satisfied COMPLAINANT**

- *Nor added glory to Company*
- **PROVED THAT ACCUSED CAN NEVER BE EXALTED TO JUDGE**
- **NO PLACE IN THE SYSTEM**
- **From CALL CENTRE & Senior Executive, COMPLAINT TO BE ESCALATED TO TRAI**

5.50. What should be the time limit within which the information about itemized usage charges should be provided on request from a pre-paid customer? (Reference Para 3.112)

With in a week

5.51. Can you suggest further measures to effectively control provision of value added services without explicit consent of the subscriber? Kindly provide details of proposed framework. (Reference Para 4.7)

5.52. In your opinion, what more should be done to increase effectiveness of consumer education? (Reference Para 4.9)

A]Timely ADVERTISEMENTS by Service Providers & TRAI on

- ***Policy Changes***
- ***Tariff Changes***

***B] Productive Use of Consumer Protection Fund for PUBLIC INFORMATION
[Publication of QoS Survey Reports is least informative and a WASTEFUL
Expenditure]***

5.53. How effectiveness of web based Consumer grievance redressal mechanism can be increased? (Reference Para 4.12)

Must be interactive

Escalated by consumer or Service Provider

07 Sep 2010

The Chairman
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COMMENTS ON CP ON

Review Of Measures to Protect interest of Consumers in the Telecom Sector

*Please refer to our letter of 24 Aug 2010 forwarding comments on the above consultation paper.
It is requested that the following may be added to that.*

5.52. In your opinion, what more should be done to increase effectiveness of consumer education?
(Reference Para 4.9)

CONSUMER AWARENESS/ EDUCATION

- 1 Telecom consumers must know that their interests
- Are PROTECTED under the TRAI ACT by
 - FAIR regulation of telecom services i.e. QoS Standards, TTO etc.

Hence for CONSUMER AWARENESS the measures suggested are given in succeeding paragraphs.

2 Measure 1-- TRAI

- **To educate the CONSUMERS, TRAI staff need be WELL INFORMED and THOROUGH**

about the TRAI Act , its regulations and enforcement mechanism. Of late it has been observed that

- **ADVISORS seek guidance of service providers on violation of regulations who invariably mislead. This has proved VERY DANGEROUS----**

A] Service NOT regulated i.e. TRAI has been made REDUNDANT &
B] CONSUMER PROTECTION[AAM ADMI] is the casualty.

- **' individual complaint is not their responsibility ' has masked their DUTY & RESPONSIBILITY towards consumer and his protection.**
- **TRAI can not be in STAND ALONE mode to regulate service for effective enforcement of regulations.**
- **TRAI must have the PULSE of the telecom service by**
 - A} Monitoring Packages/ schemes---- FORBEARANCE enjoins this**
 - B} Suo motu investigations**
 - C} Identifying FRAUDULENT PRACTICES , Clandestine Operations & stopping these.**

D/ BE IN LOOP of COMPLAINTS & its redressal

3 Measure 2--- Service Providers

Salient Points Of the following must be included in their Citizen Charter

- **Quality of Service Standards**
- **Tariff and**
- **Other regulations**

4 Measure3

TRAI to issue PUBLIC ADVERTISEMENTS to WARN/EDUCATE the customers on the following

- **MISLEADING ADVERTISEMENT**
- **FRAUDULENT PRACTICES & CLANDESTINE OPERATIONS**
- **EVERY SINGLE VIOLATION NOTED , EXPOSING SERVICE PROVIDER with**
- **ACTION TAKEN to**
- **PREVENT FUTURE OCCURENCE**
- **Quality of Service Standards**
- **Regulations**
- **INFORM ALL CONSUMER GROUPS**

5 Measure4

- **CAGs meet should not be reduced to SOCIAL GATHERING but must cover all the above points AS EMPOWERMENT DRIVE**
- **Today, like CONSUMERS , most of the CAGs are ignorant about TRAI ACT & Regulations.**
- **Publication of QoS survey reports is waste of money.**

6 Measure 5 **AWARDS**

In association with COAI, AUSPI & initiate AWARD for BEST SERVICE PROVIDER for TRANSPARENCY, CUSTOMER RELATION and other factors.

Regards.

Col S N Aggarwal-Veteran
VOICE