

To,
Mr. Sunil Kumar Singhal, Advisor (B&CS),
Telecom Regulatory Authority of India,
Mahanagar Door Sanchar Bhawan (Opp. Ram Lila Gr.),
J.L.N. Marg, NEW DELHI – 110 002
sksinghal@traf.gov.in / traicable@yahoo.co.in

VOICE COMMENTS ON “STANDARDS OF QUALITY OF SERVICE (DIGITAL ADDRESSABLE CABLE TV SYSTEMS (AMENDMENT) REGULATIONS, 2014

VOICE COMMENTS:

1. *Before the Bills, even copy of the CAF is not provided neither by the DTH or DAS operator. There should be a system of verification of giving copy of CAF to the subscribers (may be through a sample survey). Accordingly disincentives should be levied for non-sharing of CAF as well as “**how can a subscriber demand a service when he is not sure of the contract entered.**”*
2. *The disincentives suggested are low. If in fact there is under-reporting, Rs. 20/50/100 are a small portion of the total collection which anyway is not reported as most of these cases will not be entered into the SMS.*

Secondly if copy of the CAF is not provided to a subscriber, he may not even exist in the SMS maintained by MSO so question of providing a BILL does not even arise. Here both MSO and its linked Cable operator may have joined hands in under-reporting.

Hence there has to be serious disincentives (Rs. 100 / 200 / 500) and simultaneously sample independent checks / feedback system from subscribers.

Hemant Upadhyay
Advisor IT & Telecom
VOICE

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