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FEDERATION OF CONSUMER AND SERVICE ORGANIZATIONS

Promoted exclusively to deal with the pressing issues..

(Regd. No.CAG/01/2016 as a Consumer advocacy group with TRAI)

No.5, 4th Street, Lakshmipuram,
Tiruchirappalli – 620 010. T.N. State .

The Secretary,
Telecom Regulatory Authority of India,
New Delhi – 110 002.

18.09.2019

Through: Shri Arvind Kumar,
Advisor (B & CS), TRAI, New Delhi

Sir,

Sub: Our view on Consultation paper on Tariff related issues for Broadcasting and Cable Services – reg:

We express our sincere thanks to TRAI for taking this issue for consultation considering so many confusions and different of opinion among the consumers. We would like to submit our as well as most of the common consumers' view in this issue in general and avoid in going for detail technical aspects.

The TRAI's desire in this regulations are in the interest of service providers as well as consumers, if it so, it is surprise the numbers of petitions were filed by the Service Providers against this regulation, but no any petition from the consumers side and they are totally depending the TRAI and bearing inconveniences faces due to this regulation.

In this regard, we submit for simple solutions in the larger intrest of the consumers as follows:

1. The basic charges may fix to avail cable services without any bouquet system and only to avail the Free To Air Channels.
2. The Consumers may select the pay channels as per their wish, if they wants.

3. The present basic pricing system with bouquet system is nothing but burden to the consumers and it is not helping them, most of the consumers are watching not more than 10 to 20 channels but they are unnecessarily paying for remaining channels .
4. There is no justification in telecasting advertisement within the pay channels and they have also filed a case against the TRAI's restriction in telecasting advertisements. The Court had directed them to report to the Authority about their duration of advertisements by their own and there is no any system to counter checking their report.
5. The grievance redress system in this sector is also so week. At least the Authority comes forward to follow the redressing system applicable to telecom sector by involving CAGs.
6. The broadcasters are having full freedom in telecasting any subjects even those are harms to the society and youngsters. The Cinema, which is screening at the closed doors to the people those who wants to watch are subject to censor, but these (cable services) are coming to our living rooms are free from any restriction in telecasting programmes, this is highly injustice and harm to this society. If authority is having power or stake, it would think how to impose restrictions in telecasting. In our Tamil Channels most of the serials are against human moralities and its polluting the younger generation.

ISSUES RELATED TO TAMIL NADU:

1. The viewers of the Tamil Nadu State is most affected due to this new TRAI Regulations, before the regulations the State Owned Arasu Cable have telecast around 150 channels including pay channels at the price of Rs.100/-.
2. The Arasu cable have adopted the TRAI regulations even they have faced steep resistance from the public.

3. Now the Arasu Cable, a State Owned Cable Operator announced 190 channels for Rs.130 plus GST.
4. We learned some of the operators have lodged the complaint before the TRAI against Arasu Cable for the reduction of the price without considered the public interest.

In this regard, we appeal to TRAI to consider in adopting our above suggestions 1 to 3. And also appeal to follow the practices in pricing introduced and follows in telecom sector.

In the telecom sector, the TRAI fixed only maximum prices for every service, but there is no restriction in reducing the price by the Telecom Service Providers by their own. That is the major and only reason for cheapest price for telecom services availing by the Indian telecom consumers. So, in the broadcasting and cable service also adopt the same yardsticks.

Thanking You, Sir,

Yours Faithfully,



M. Sekaran.

President,

CAG Member with TRAI